

# **Southport State School**

## **P&C Association**

### **Outside School Hours Care**

### **Policy and Procedure Manual**

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# Preamble and Policy Context

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The Southport SS OSHC policies have been developed to address the operational needs of the service within the context of the service philosophy and organisational structure.

# Service Philosophy

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This Philosophy statement provides the foundation for all activities, policies and procedures of Southport State School OSHC. Wherever there is uncertainty as to Southport State School OSHC's policy or procedures on any issue, these principles and philosophies will be used to help resolve the issue. The written policies and procedures of Southport State School OSHC have been developed and will be monitored and reviewed with these values in mind.

Southport State School P&C Outside School Hours Care (Southport State School OSHC) has been developed as a foundational principle to the practices of our educators and the delivery of the service to our community.

The Philosophy draws upon:

- Educational and Care Services National Law and Regulations
- National Quality Standards
- 'My Time, Our Place' Framework for School Age Care

The stakeholders at Southport State School OSHC believe that the service is a valuable and integral part of the Southport State School and the local community. The service aims to provide high quality care for all children and allows children to have fun, develop friendships and build on life skills.

Southport State School OSHC has a number of goals on which our service is based. The service aims to promote children's independence and development that is reflective of the framework 'My Time, Our Place':

## With Respect to:

### The Child

Each child is important and has individual needs and rights. We believe that children have a right to:

- Feel safe and secure - physically and emotionally
- Be unique and express their ideas, creativity and feelings naturally and freely
- Achieve maximum learning potential in an environment which encourages, independence, self-esteem and curiosity
- A nurturing and supportive learning environment that extends their ability and focuses on their interests.

### The Family

We aim to support parents/guardians in their role as primary caregivers by:

- Welcoming them into our service
- Encouraging their involvement and participation in the service
- Respecting and accommodating their child-rearing practices
- Exchanging information with parents/caregivers about their child
- Providing information that may assist and support families

### The Environment

We aim to provide an environment for our children, families, and educators that:

- Is accepting and respectful of individual needs and backgrounds
- Values safety and health of all people
- Encourages parent contribution
- Supports inclusion and access for children with additional needs
- Values individual expertise of and the contribution by educators.
- Supports training and development opportunities for educators
- Is sensitive to the needs of families and the community and able to respond to these needs through open communication.

- Promotes the development of caring relationships with educators and other children

### **The Program**

Our OSHC programs:

- Respond to the individual interests and capabilities of children
- Promote the development of independence, personal responsibility and a sense of self-worth
- Offer a well-balanced program that is full of choices and is child focused
- Encourage children to be collaborative and involved in the decision making
- Develop a support network with other community groups, agencies and services
- An awareness and respect for our environment

# Required Policies Matrix (Regulation 168)

Policies and procedures are required in relation to the following—			
1		(i) nutrition, food and beverages, dietary requirements	<a href="#">1.6 Food and Nutrition</a> <a href="#">2.12 Safe Food Handling, Preparation and Storage (Food Safety Program)</a>
2	(a) health and safety, including matters relating to—	(ii) sun protection	<a href="#">2.11 Sun Safety</a>
3		(iii) water safety, including safety during any water-based activities	<a href="#">2.6 Water Safety</a>
4		(iv) the administration of first aid	<a href="#">2.5 Administration of First Aid</a>
5		(v) sleep and rest for children including the matters set out in regulation 84B	<a href="#">1.5 Sleep and Rest</a>
6	(b) incident, injury, trauma and illness procedures complying with regulation 85		<a href="#">2.4 Incident, Illness, Injury and Trauma</a>
7	(c) dealing with infectious diseases, including procedures complying with regulation 88		<a href="#">2.7 Infectious Disease</a>
8	(d) dealing with medical conditions in children, including the matters set out in regulation 90		<a href="#">2.9 Medical Conditions in Children</a>
9	(e) emergency and evacuation, including the matters set out in regulation 97		<a href="#">2.13 Emergency Evacuation, Lockdown and Drills</a>
10	(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99		<a href="#">2.3 Safe Arrivals and Departures of Children</a>
11	(g) excursions, including procedures complying with regulations 100 to 102		<a href="#">1.4 Excursions</a>
12	(ga) if the service transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4;		<a href="#">2.15 Transportation (Other than Excursions).</a>
13	(gb) the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB		<a href="#">2.3 Safe Arrivals and Departures of Children</a>
14	(h) providing a child safe environment, including matters relating to -	(i) the promotion of a culture of child safety and wellbeing within the service	<a href="#">2.1 Providing a Child Safe Environment</a> <a href="#">2.14 Child Protection and Mandatory Reporting</a> <a href="#">2.16 Safe Online environments for Children</a> <a href="#">5.5 Promoting Protective Behaviours</a>
15		(ii) the safe use of online environments at the service	
16		(i) a code of conduct for staff members	<a href="#">4.4 Code of Conduct</a>
17	(i) staffing, including—	(ii) determining the responsible person present at the service	<a href="#">7.2 Determining the Responsible Person</a>
18		(iii) the participation of volunteers and students on practicum placements	<a href="#">4.3 Volunteers and Students</a>
19	(j) interactions with children, including the matters set out in regulations 155 and 156		<a href="#">5.1 Interactions and Relationships with Children</a> <a href="#">5.2 Positive Behaviour Support Practices</a> <a href="#">5.4 Supporting Additional Needs with Inclusive Practices</a>
20	(k) enrolment and orientation		<a href="#">6.2 Enrolment and Orientation</a>
21	(l) governance and management of the service, including confidentiality of records		<a href="#">7.5 Governance and Management</a> <a href="#">7.6 Privacy and Confidentiality of Records</a> <a href="#">7.7 Managing Notifications</a> <a href="#">7.11 Child Care Subsidy (CCS) and Additional child Care subsidy (ACCS) Management and Compliance</a>



<b>22</b>	(m) the acceptance and refusal of authorisations		<a href="#">6.4 Acceptance and Refusal of Authorisation</a>
<b>23</b>	(n) payment of fees and provision of a statement of fees charged by the education and care service		<a href="#">7.10 Fees and Statements</a>
<b>24</b>	(o) dealing with complaints	(i) the provision of a complaint handling system at the service that is child focused	<a href="#">6.7 Feedback and Complaints Handling</a>
<b>25</b>		(ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.	<a href="#">7.18 Managing Concerns of Harmful Sexual Behaviour</a>

# Taking ‘Reasonable Steps’ to Ensure Policy is Followed

[Education and Care Services National Regulation 170](#) sets out the expectation of approved providers to take *reasonable steps* to ensure nominated supervisors, staff members and volunteers at the service follow the required policies and procedures.

To operationalise the expectations of *reasonable steps*, the Regulatory Authority have developed [a six step, outcome-based, framework](#) for approved providers to adopt in—

- the development policies; and
- the discharging of their governance responsibilities.

These steps should be reflected in both the service’s policies and management actions. Likewise, services should seek to capture and document evidence to demonstrate their compliance around this framework, should enquires into a services compliance need to be demonstrated. These are important aspects around the continued demonstration of *management capacity* (as aspect of being a [fit and proper person](#) for provider approval).

The six-step outcome-based framework contains—

Step	Theme	Requirements
1	Accessibility	Policies and procedures are readily available and are accessible to all staff as required.
2	Induction and ongoing training	Staff are provided adequate induction and ongoing training on the service’s policies and procedures to ensure up-to-date knowledge and skills.
3	Quality assurance and governance	Policies and procedures are regularly reviewed and maintained.
4	Monitor and audit compliance	Implementation of policies and procedures is regularly monitored to ensure staff are following them correctly.
5	Reformative action	Non-compliance with policies and procedures is promptly addressed.
6	Resourcing and support	Adequate resources and time are allocated to enable staff to practically comply with the service’s policies and procedures.

# Scope of Roles and Responsibilities

To remove any doubt, these terms have the following meanings to roles within the service:

<b>Approved Provider</b>	<p>The <i>Approved Provider</i> is the term used to refer to the <b>Executive Committee of the P&amp;C Association</b> (i.e. the President, Treasurer, Secretary, and Vice President(s)). Collectively, these individuals hold the duties of management and control of the provider of the education and care service. The term has been chosen as it is consistent within the National Quality Framework, including the Education and Care Services National Law and Regulations.</p> <p>The Approved Provider is also the employer of all OSHC staff members. It is also the approved CCS Provider.</p>
<b>Nominated Supervisor</b>	<p>The Nominated Supervisor is the person(s) nominated by the Approved Provider to hold the role as described within the National Law and Regulations. The Nominated Supervisor will typically refer to the Nominated Supervisor position.</p> <p>Where the policy refers to the Nominated Supervisor, often in their absence the Responsible Person will assume these responsibilities, as so far it is relevant to day-to-day operations (see <a href="#">7.2 Determining the Responsible Person</a> policy for further clarification).</p>
<b>Responsible Person</b>	<p>The Responsible Person is the employee nominated (with consent) to be placed in day-to-day charge of the service, in the absence of a Nominated Supervisor or the Approved Provider being on the premises. Their key role is to ensure the service operates consistently with the National Regulations.</p> <p>The role is referred to within the National Regulations as a 'person in day-to-day charge'.</p>
<b>Educational Leader</b>	<p>The appointed Educational Leader is responsible for the development and implementation of the service's program.</p>
<b>All Staff</b>	<p>The expectations, duties and responsibilities for all employees, volunteers or other relevant personnel are illustrated in the points connected to the all staff heading.</p>

# Definitions

- **Assessment and Rating** – process through which education and care services are assessed by the Regulatory Authority for compliance with national legislation and for the quality of practice against the National Quality Standard
- **Authorised Nominee** - means a person who has been given permission by a parent to collect the child from the education and care service.
- **Australian Children's Education and Care Quality Authority (ACECQA)** – the national administrative body that oversees the implementation of the National Quality Framework throughout Australia
- **[Workplace] Bullying** - is repeated oppression, psychological or physical harm. It may be manifested in many ways e.g. harassment verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism or discrimination.
- **Discrimination** - is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply while people without that attribute do or can comply.
- **Disciplinary action** - action taken by the organisation to deal with any actual, alleged or perceived breach of legislation, policies, codes or other standards of work performance and/or conduct.
- **Duty of Care** – obligation under common law and the rules of negligence for education and care services to protect children, families, staff and all visitors to the service from harm. Approved Providers, Nominated Supervisors, educators and staff need to understand their responsibilities under duty of care
- **Education and Care Service** – means the OSHC service operated by the P&C.
- **Employee Counselling** - The discussion and analysis of issues which affect an employee's conduct and/or work performance. Counselling is used as a management action to improve an employee's performance where their behaviour or performance doesn't meet required expectations.
- **Emergency** - an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service (e.g. flood, fire, a situation requiring a lockdown)
- **Equal Employment Opportunity (EEO)** - is ensuring that all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.
- **Excursion** – An approved activity organised by the service located outside of the premises (school site) – i.e. an outing. Children must be authorised to attend an excursion prior to leaving the premises.
- **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: and Are physically able to carry out their duties, as per their job description.
- **Infectious Disease** - communicable diseases that requires a person with the disease to be excluded from the service. The service has a duty to ensure adequate mitigation efforts are implement to protect from the diseases being spread by individual attending the service.
- **Incident** - any event resulting in or having potential for injury, illness, damage or other loss.
- **Misconduct** - When an employee breaches their obligations under their contract of employment. Examples of misconduct may include but are not limited to: breaches of policies, codes of conduct and other reasonable instructions; unauthorised absence from work.
- **My Time, Our Place: Framework for School Age Care in Australia** – The Approved Learning Framework for school age care in Australia. It outlines the principles and practices that support and promote learning outcomes for children over preschool age
- **National Quality Framework (NQF)** – a mosaic composition of regulatory and quality mechanisms that come together to drive quality education and care for children, families and services around Australia.

- **National Quality Standard (NQS)** – sets a national benchmark for quality in education and care services, including OSHC. The NQS is comprised of 7 Quality Areas, 15 Standards, and 40 Elements. It is the basis for an Assessment and Rating.
- **On duty** - An employee is on duty at any time they are undertaking the duties and responsibilities associated with their contract of employment.
- **Parent** – a legal guardian of the child and a person who has parental responsibility for the child under a decision or order of a court.
- **Premises** – the school site Rangeville OSHC operates from.
- **Program** - In the school age care setting ‘all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children’s wellbeing, development and learning.’
- **Quality Improvement Plan (QIP)** – must be developed by each service as part of a collaborative process of self-assessment of the quality of practice against the NQS and the national legislation
- **Regulatory Authority** – responsible for approvals, monitoring and quality assessment for education and care services in their state or territory. In Queensland, this authority is the Department of Education and Training - Early Childhood Education and Care
- **Serious Incident** – an incident or class of incident prescribed by the National Regulations. Serious Incidents are reportable and specific management and reporting actions are required by the service.
- **Serious Misconduct** – employee behaviour and action that are wilful or deliberate and are fundamentally inconsistent with the continuation of the employment relationship. It is conduct that causes serious and imminent risk to the health and safety of a person or to the reputation, viability or profitability of the employer's business. Examples of serious misconduct include: theft, fraud, assault, intoxication at work and the refusal to carry out lawful and reasonable instructions
- **Standards** – sets the benchmark for quality practice and are aligned to the seven Quality Areas of the NQS
- **Trauma** - an event or incident that causes physical, emotional or psychological harm.
- **Underperformance** – where the employee’s performance is below the reasonable expectation set out by the employer.

# Program and Practice

The **educational program and practice** is the central element of operations that drives children's learning and development each day.

The program will be delivered to provide stimulation, engagement, and an opportunity to enhance children's wellbeing and growth. As we care for school-age children, our program nurtures the development of life skills and complements experiences, opportunities, and relationships at school, at home and in the community.

All policies are written to ensure that educators' pedagogical practices and strategies are child-centred and maximise possibilities for advancing and extending each child's learning and development. Our practices are developed to reflect the Service's philosophy, especially around the promotion of children's learning.

# 1.1 Educational Program Development and Implementation

## Policy Statement

Southport State School OSHC recognises *My Time, Our Place* as the approved learning framework for school-age care under the National Quality Framework.

With the guidance and direction from our Educational Leader, we shape our planned and unplanned activities, our environment, and our practices to foster children's wellbeing, development and learning. As a program we expect the following outcomes for each child—

- the child will have a strong sense of identity
- the child will be connected with and contribute to their world
- the child will have a strong sense of wellbeing
- the child will be a confident and involved learner
- the child will be an effective communicator

We recognise the importance of building a quality program as the foundation of the learning, development and support of a child's wellbeing. Southport State School OSHC is committed to ensuring the program encourages self-directed play, relationship building, collaborative decision making and respect for diversity – as reflected in our Service's philosophy.

The appointed Educational Leader, in collaboration with educators, children and families, will lead the development and implementation of the educational program and assessment and planning cycle. Which includes the systems used to communicate and share the children's learning with parents.

## Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Must ensure that a program is delivered to all children being educated and cared for by Southport State School OSHC that—<ul style="list-style-type: none"><li>○ is based on an approved learning framework,</li><li>○ is delivered in a manner that accords with the approved learning framework,</li><li>○ is based on the developmental needs, interests and experiences of each child; and</li><li>○ is designed to take into account the individual differences of each child</li></ul></li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Will provide support and guidance to the delivery and development of the program.</li><li>• Ensure the development and implementation of the program is compliant with agreed procedures and legislative frameworks.</li><li>• Support the pedagogy and development of educators to assist with program delivery.</li><li>• Ensure planning and practices provide high-quality experiences for children to learn and develop.</li></ul>
Education Leader	<ul style="list-style-type: none"><li>• Provide coordination and leadership of Southport State School OSHC's program through a collaborative planning cycle.</li><li>• Engage with the stakeholder group to gather ideas, wishes and feedback to inform program development.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Collaborate in critical reflection, observation, documentation, planning, and program implementation.</li><li>• Facilitate programmed activities or experiences to support the outcomes of the program.</li><li>• Actively participating in play opportunities, including the planning and design of these experiences.</li></ul>

## Procedures

## Foundations of the Program

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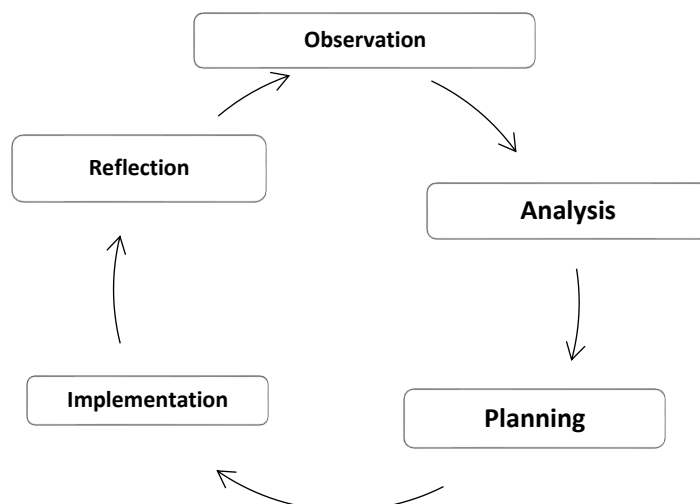
The Educational Leader is responsible, in consultation with educators, to continually recreate and adapt the indoor and outdoor environments to:

- 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.

The principle of equal opportunity will be applied in Southport State School OSHC's program. Children, regardless of gender, cultural, racial, religious or other background, will be encouraged to participate in a wide range of activities.

The development and delivery of the Southport State School OSHC program will be:

- formed from an ongoing cycle of planning, implementing, documenting, and critically reflecting.
- based on the *Principles, Practices and Learning Outcomes of My Time, Our Place*.
- displayed in a prominent location, to be accessible for promotion and input of children and families.
- reflective of the developmental needs, interests and individual expression of children who access Southport State School OSHC.
- where possible, the program will be designed to encourage children to complete projects and/or extend on ideas over a number of sessions.
- organised so activities, events and resources are chosen to maximise the facilitation of learning through play and leisure, contribute to the outcomes of the program, and to support children's social, emotional and spiritual wellbeing and development; and
- is flexible in delivery incorporating children's current knowledge strengths, ideas, culture, abilities and interests throughout design and implementation.
- built around routines, i.e., arrival, hand washing, eating etc. and include a variety of activities and experiences that promote effective hygiene practices, good nutrition, and healthy lifestyles.
- Inclusive of 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)
- Designed and facilitated to ensure children are able to move freely between relevant play spaces, both inside and outside.
- Considered for risk and hazards so children have intentionally designed and managed opportunities for play aimed to develop children's risk awareness.



## Planning Cycle

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Southport State School OSHC's **Educational Leader** is responsible for coordinating the design and implementation of the weekly program and ongoing development of educator practices. Their role is central to the Southport State School OSHC's planning cycle and delivery of the program.

The Educational Leader, with additional support from Southport State School OSHC's leaders, will engage educators to collaborate in the planning and implementation of the program. Tasks used to support the development of the program and learning cycle include, but are not limited to:

<b>Observation</b>	<ul style="list-style-type: none"> <li>• Educators record observations of the children's experiences, learning and participation. This information is recorded in a manner that demonstrates a deeper understanding of the journey of learning and outcomes.</li> <li>• Southport State School OSHC facilitates regular group discussions among staff extend individual observations and record a deeper discussion and collective understanding.</li> <li>• Documentation reflects a holistic view of children's learning.</li> <li>• Encourages and provides appropriate opportunities for families to participate in shared decision making and give feedback about the program and their child's learning.</li> <li>• Documents the developing and emerging abilities and interests of all children.</li> </ul>
<b>Analysis</b>	<ul style="list-style-type: none"> <li>• Applying an understanding of research, literature and theory, with a particular focus on child development, and play-based learning to enhance the planning and practice of the program.</li> <li>• Question and evaluate what has already been learned or expressed to understand further possibilities.</li> <li>• Demonstrating a positive approach towards diversity and Australia's Aboriginal and Torres Strait Islander heritage being integrated into the program.</li> <li>• Activities, experiences, environment and resources are a representation of the intentionality of educators and Southport State School OSHC to provide diverse, developmentally focused and individually-considered learning opportunities.</li> <li>• Opportunities to critically reflect are enhanced through individual and collective opportunities to understand children's learning and development.</li> </ul>
<b>Planning</b>	<ul style="list-style-type: none"> <li>• Program plans are displayed for children and families to understand and to meaningfully contribute to.</li> <li>• Program plans are developed in collaboration with educators, children and families. The Educational Leader is responsible for coordinating these ideas and intentions.</li> <li>• The program should support, allow and encourage children to complete long-term projects and build upon experiences.</li> <li>• Program planning considers opportunities for children to engage in sustainable practices and routines, including (but not limited to): <ul style="list-style-type: none"> <li>○ Using recycled items in craft activities and scrap paper for drawing; and</li> <li>○ Recycling food scraps, establishing a garden, compost or worm farm.</li> </ul> </li> <li>• Planning demonstrates flexibility for program delivery by incorporating where children's ideas, culture and interests have been included.</li> <li>• Southport State School OSHC identifies 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 Southport State School OSHC.</li> <li>• Activities and experiences that present has high-risk will be risk-assessed and suitably managed to uphold the safety of children and staff.</li> </ul>
<b>Implementation</b>	<ul style="list-style-type: none"> <li>• Provides appropriate opportunities for children as individuals and small groups to follow and extend their interests as they choose.</li> <li>• Supporting 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Educators provide opportunity for children to be involved in a variety of types of play including socio-dramatic, creative, exploratory, imaginative, physical and rough and tumble.</li> <li>• Appropriate opportunities for children to express themselves through creative and imaginative play, including elements of music, dance, drama etc. are enhanced through educator practices.</li> <li>• Educators positively guide and support 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.</li> <li>• Children are actively encouraged to participate in a combination of moderate and vigorous physical activities every day, as part of play and games.</li> <li>• The safety of activities will be supported through appropriate risk-assessment planning. Educators will be responsible for following control measures as identified and responding to any hazards that present.</li> <li>• The Educational Leader is responsible, in consultation with educators, to continually recreate and adapt the indoor and outdoor environments to: <ul style="list-style-type: none"> <li>○ Meet the needs and interests of all children, including their need for rest or sleep,</li> <li>○ Facilitate the inclusion of children with additional needs; and</li> <li>○ Ensure that all children in a multi-age group have positive experiences.</li> </ul> </li> </ul>
<b>Reflection</b>	<ul style="list-style-type: none"> <li>• Provide 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 community</li> <li>• Consider holistic approaches support multiple aspects of a child's wellbeing and development – including physical, cognitive, social, emotional, cultural and spiritual learning or expression.</li> </ul>

## Leading the Planning Cycle

Every week the Educational Leader will collate, review and consider the written evaluations (documentation) of educators, and evaluate the planned and spontaneous experiences to ensure the identified goals and learning outcomes were achieved. These evaluations will inform future programming decisions in collaboration with all educators, children and families in the creation of future planned activities and experiences for children. This evaluation will be made available to families (refer [1.3 Sharing the Program and Children's Progress with Families](#) policy).

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

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

- Seek verbal comments from educators in respect to the effectiveness of the programs delivered by Southport State School OSHC to ensure that Southport State School OSHC philosophy and goals is guiding the program and are achieved.
- Discuss with educators the ways in which the program could be modified or enhanced because of any feedback or experience encountered in the delivery of the program. Written minutes will be taken at these meetings.

The Nominated Supervisor, Educational Leader and educators will meet to at least each term to review the Southport State School OSHC's achievements and practices, evaluating the quality of the program and service delivery. These evaluations will guide the Quality Improvement Planning for Quality Area 1 and develop actions to enhance the program for children and families.

Taking into account all feedback received through these procedures (and those identified in policy [1.3 Sharing the Program and Children's Progress with Families](#), the Nominated Supervisor and Educational Leader will develop a quarterly report (each term) to the Southport State School P&C Association on the

evaluation of the effectiveness of the Southport State School OSHC programs and areas of continued development.

## Providing a Variety of Activities and Experiences

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Southport State School OSHC aims to provide all children with a variety of activities and experiences (as set out below), focusing on fun, enjoyment, participation, mastery and success.

Educators will encourage and provide appropriate support to children to participate in new or unfamiliar experiences and act as good role models by becoming involved in and enjoying children's activities.

### Physical activity

When planning physical activity games and experiences, individual children's needs, interests, ages and capabilities will be taken into consideration. Educators will encourage children to help plan and set up physical play activities and equipment and to play safely while negotiating indoor and/or outdoor play spaces to ensure the safety and wellbeing of themselves and others.

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.

Southport State School OSHC will vary activity sessions to provide opportunities for children to participate in a variety of activities that are fun, suit their interests, skills and abilities and help to build their confidence. Educators may incorporate water-based play activities into the outdoor environment ensuring risk assessments have been conducted prior to implementation.

The program offered will contribute to the recommended daily physical activity in accordance with the [24-hour movement guidelines – children and young people \(5 to 17 years\) – brochure | Australian Government Department of Health and Aged Care](#). Programming will be developed to reflect Southport State School OSHC's commitment to these guidelines.

Physical activity and sedentary behaviour information and guidelines for parents are available on the Southport State School OSHC Facebook page. Educators promote conversations and discussion with children to identify healthy physical activity behaviours and habits.

### Creative and expressive arts

Educators will encourage children to actively participate in a variety of creative and expressive experiences including art and craft, singing, dancing and imaginative play. Open ended resources and materials such as musical instruments, dress-ups, cd's and/or a stereo will be available for children to enable them to extend and express themselves creatively.

When implementing 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.

Sufficient time and space will be allowed for children to engage in sustained or extended activities based on the interest and capabilities of the children.

### Sustainability practices

The coordinator and educators will be encouraged to follow sound environmental practices, working collaboratively with the children and their community to develop and implement sustainable practices related to Southport State School OSHC program and routines, including (but not limited to):

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

Educators will encourage children to be aware of energy efficiency, particularly in relation to the use of lighting, heating and air conditioners. Information relating to sustainable practices will be accessed and readily available for educators, children and families at Southport State School OSHC.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.168 Offence relating to required programs
- **Education and Care Services National Regulations:**
  - R.73 Educational program
  - R.74 Documenting of child assessments or evaluations for delivery of educational program
  - R.75 Information about educational program to be kept available
  - R.76 Information about educational program to be given to parents
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.298A Programs for children over preschool age
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management

### **Additional Regulatory Context and Guidance**

- Approved learning Framework – My Time Our Place V2 2022

## Related Policies and Procedures

- [1.2 Documenting Children's learning](#)
- [1.3 Sharing the Program and Children's Progress with Families](#)
- [1.4 Excursions](#)
- [1.5 Sleep and Rest](#)
- [1.6 Food and Nutrition](#)
- [1.7 Technology and Screen-Time](#)
- [2.1 Providing a Child Safe Environment](#)
- [2.2 Supervision and Educator Ratios](#)
- [3.1 Space and Facilities Requirements](#)
- [5.1 Interactions and Relationships with Children](#)
- [5.4 Supporting Additional Needs with Inclusive Practices](#)
- [6.6 Community Communication and Participation](#)
- [7.3 Educational Leader](#)

Policy 1.1 Educational Program Development and Implementation				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.1-2024/2 - Combined previous policies 3.1, 3.6, 3.8 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 1.2 Documenting Children's Learning

### Policy Statement

Southport State School 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 a variety of different ways, depending on the context of the observation and learning. NQ Family Day Care supports ethical decision making when observing and documenting information about children.

#### Definitions

**Documentation** – the range of methods used by educators to gather information about children, identify and analyse learning, plan, and evaluate the program.

**Assessment** – the gathering of information about children and young people's wellbeing, learning and development using a range of strategies. (p. 26, MTOP V2.0, 2022)

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure there is documentation gathered relevant to the educational program.</li><li>• Ensure all records related to a child enrolled in the Service are kept on the child or young person's file for a minimum of 3 years in accordance with the Education and Care Services National Regulations and is available for the perusal of the family at any time.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Provide support and guidance for the gathering of documentation relevant to the educational program</li><li>• Oversee implementation of the program planning cycle to ensure compliance with regulatory requirements</li><li>• On request, provide families with documentation of their child's participation as well as assessments of their child's wellbeing, development, and learning within the program.</li></ul>
Educational Leader	<ul style="list-style-type: none"><li>• Lead and implement the assessment and planning cycle across the Service.</li><li>• Become familiar with the reflective process and regularly reflect on the program to ensure that the intended outcomes for children are being met.</li><li>• Support Educators with their knowledge and capacity to complete programming documentation and recording children and young people's learning.</li><li>• Ensure Educators understand and use the My Time Our Place Learning Framework to document and assess children and young people's learning.</li><li>• Guide and mentor Educators to refer to the Planning and Assessment Cycle when documenting and evaluating activities and experiences.</li><li>• Review documentation about children and young people's learning when planning future programs to ensure children and young people's interests are captured.</li></ul>

### Procedures

As part of Southport State School OSHC's ongoing planning, reflection and evaluation processes, educators will be required to document various aspects of children and young people's learning and experiences within the program to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours and relationships and to ensure Southport State School OSHC's identified goals are met.

Southport State School OSHC supports Educators to document information about children and young people's participation in the program. Documenting children and young people's experiences and noting information that happens during their time at Southport State School OSHC helps develop effective programs that reflect children's interests and development. It's also a method of sharing information with families about their child's learning, recreation and experiences. Educators shall receive appropriate training and support to develop their skills with documenting children's learning and participation.

Intentionally planned experiences are developed from observations and outcomes of children as an individual or as part of a group and developed into a program that is displayed for parents to read and have input. The program will have a mixture of intentional and emergent experiences documented on the curriculum plan with planned experiences from previous learning stories and documentation included and linked on this document.

Educators are encouraged to work alongside children and young people and be co-constructors of learning to:

- help with research,
- document and advocate,
- encourage children and young people to wonder and question,
- determine children and young people's learning styles, and consider how they adapt intentional teaching to nurture each child and young people's uniqueness
- encourage more decision making, increasing children and young people's awareness and understanding of themselves
- help them feel important and respected, to feel that they belong to the community.

Documentation will incorporate children and young people's voices and provide genuine opportunities for children to make decisions and choices.

Southport State School OSHC may from time to time require educators to document long records of observations, particularly in respect to behaviour incidents or issues relating to child protection matters. These records and observations, if appropriate, may be made available to parents/guardians upon request but shall under no circumstances breach confidentiality or privacy of another child or family in the sharing of such information, refer policy [7.6 Privacy and Confidentiality of Records](#).

## Methods of Observing and Documenting Children's Experiences and progress

Children and young people feel valued and learn from experiences when they are involved in this process therefore Southport State School OSHC takes a collaborative approach to the documenting of children and young people's learning and participation in the program as educators work with them to document their activities and experiences. There are many methods of observing and documenting children and young people's experiences, interactions, development, discoveries, ideas, and questions including the following:

- Photographs:
  - Photographic observations that support written documentation.
  - Photographs they can recall and talk about their experiences and are a great way of sharing their experiences with families.
- Learning stories and/or programming notes:
  - Writing down
    - a story they've told you / acted out or videoed,
    - what you've observed children and young people learning,
    - interactions with their peers,
    - the story of their artwork or creations possibly supported by photographic evidence or the actual artwork,
    - experiences when on outings and excursions and supporting this with photographic evidence, brochures etc.
- Voice/video recordings, involving children in recording each other like a reporter.
- Posters of play and learning children are engaged in.
- 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. This may include recording information and reflections that are strictly confidential in a separate diary or utilising a two-way communication book.

Programming documentation and Information will be kept in a confidential manner in line with [7.6 Privacy and Confidentiality of Records](#) Policy and completed on Southport State School OSHC's templates for documentation or other methods approved by the Nominated Supervisor.

## Assessing Children and Young People's Learning

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Learning Stories and programs are evaluated based on the learning outcomes to reflect on what happens each week and how educators can further support children's learning, recreation and experiences. When assessing the learning outcomes of experiences and activities, Educators will consider and document the learning outcomes as per My Time, Our Place - Framework for School Age Care.

Once Educators have identified the outcomes of activities and experiences they are required to consider and document how this information links and assists in further intentional teachings and learning experiences for the program.

### Making Learning Visible

Southport State School OSHC will have a display in the sign in area to let families know what play experiences were of interest and what opportunities will be offered in the coming days or week. Photos and children's artwork are useful and meaningful ways of sharing this type of information.

A variety of documentation around Southport State School OSHC captures observations about children and young people and their current and emerging skills and knowledge, including:

- artwork the children and young people have produced,
- photos of children and young people engaged in play and learning experiences.

## Reflective and Critically Reflective Practices

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Educators will be required to critically reflect on and evaluate activities, both planned and spontaneous, by using various methods 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.

Reflective practice strengthens awareness, challenges ideas, and supports growth and development while providing quality learning experiences for children and young people. This approach influences the planning and direction for future experiences and assists in developing and making meaningful curriculum decisions.

Reflective processes can be done individually, with other Educators, the Educational Leader and/or the Nominated Supervisor. For reflective practices to successfully occur, the following is required:

- *Trust and collegiality* - Educators, the Educational Leader and/or Nominated Supervisor builds strong and trusting relationships that provide an open and honest space for an in-depth conversation about practice.
- *Opportunities for all to contribute* –families, children, and other stakeholders contribute to their reflection.
- *Organisational commitment to inquiry* - professional conversations and ongoing professional development
- *Time for reflection and to develop skills* - make reflection a priority, share with others and seek feedback to develop new thinking and challenge your world view.
- *Recognition, that there is no one right approach or answer* - being open to different approaches and considering how these could be used in everyday practice.
- *Courage to question taken-for-granted practices and assumptions* - look for other ways of working and thinking about practice.

## Reflective Practice Strategies, Tools and Resources



To engage in critical reflection requires you to have an inquiring mind about your practice, to seek to understand why you respond in particular ways and question your own behaviour and impact or influence on families and children and young people's experiences. At Southport State School OSHC there are a range of strategies, tools, and resources that support Educators to engage in both individual and group reflections, including:

- *Keeping a journal or notebook* which supports documenting the reflective practice process. Journal notes might include what happened, why, who was involved, key points from discussions, actions that were taken and the outcomes.
- *Setting aside time* for reflecting on one aspect of practice and planning actions to develop a culture of inquiry.
- *Reflecting with children every day* by using questions that respect their ideas and learning: "What did you learn today?" "What do you want to learn more about?" "How do you know that?" "What makes you think that?"
- *Accessing professional resources* through professional associations and or online sources

Southport State School OSHC will support the Educational Leaders capacity to lead or support reflective practice by providing professional learning opportunities focused on reflective practice and through coaching or mentoring by a more experienced leader or external consultant.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.168 Offence relating to required programs
- **Education and Care Services National Regulations:**
  - R.73 Educational program
  - R.74 Documenting of child assessments or evaluations for delivery of educational program
  - R.75 Information about educational program to be kept available
  - R.76 Information about educational program to be given to parents
  - R.118 Educational Leader
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.177 Prescribed Enrolment and other documents to be kept by Approved Provider
  - R.183 Storage of records and other documents
  - R.298A Programs for children over preschool age
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management
- **Additional Regulatory Context and Guidance**
  - Approved learning Frameworks
    - Belonging, Being and Becoming – The Early Years Learning Framework for Australia V2.0, 2022
    - My Time Our Place - Framework for School Age Care in Australia V2.0, 2022
  - [Unpacking the planning cycle: Part 3 | ACECQA](#)
  - Development Milestones EYLF [developmental-milestones.pdf \(dss.gov.au\)](#)

- [Federal Register of Legislation - Privacy Act 1988](#)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[1.3 Sharing the Program and Children's Progress with Families](#)

[1.4 Excursions](#)

[5.1 Interactions and Relationships with Children](#)

[5.4 Supporting Additional Needs with Inclusive Practices](#)

[7.3 Educational Leader](#)

Policy 1.2 Documenting Children's Learning				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.2-2024/1 - New policy	23.07.2024	13.08.2024	13.08.2024	July 2024

## 1.3 Sharing the Program and Children's Progress with Families

### Policy Statement

Adjacent to the development and implementation of Southport State School OSHC's program is the collaboration and communication with parents, children and families. Engagement and participation from the Southport State School OSHC's stakeholders to guide the evaluation of the program is a critical element in both quality improvement and compliance of the national quality standards.

Southport State School OSHC's documentation, critical reflection and planning will be created and maintained in a manner that is accessible to and displayed for families to understand the learning that Southport State School OSHC is creating for their child/ren. Southport State School OSHC is committed to providing meaningful opportunities to collaborate with families to extend on the learning activities and experiences for children accessing Southport State School OSHC.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure the program is made available to families.</li><li>• Support Southport State School OSHC in sharing the learning and progress of children with their parents and families.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Monitor and support the implementation of the service program and the planning cycle.</li><li>• Lead the communication and collaboration with parents and families.</li><li>• Ensure the quality and consistency of communication is meeting the Southport State School OSHC's aims</li></ul>
Educational Leader	<ul style="list-style-type: none"><li>• Drive the evaluation and communication processes for information sharing with families.</li><li>• Support educators to participate in critical reflection and partnerships with families.</li><li>• Ensure the standard of documentation being developed meets the needs of children, families and Southport State School OSHC.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Collaborate in documenting, reflecting and planning in partnership with children and families.</li><li>• Ensure the views, thoughts, wishes, progress and learning of children is captured in documentation and informs the planning of future programming.</li></ul>

### Procedures

#### Collaboration and Communication with Children

Educators will regularly seek feedback and perspectives from children. These ideas, evaluations and wishes will be recorded in the program's documentation. Documentation completed by educators will facilitate opportunities for critical reflection and prompt opportunities for the Educational Leader to collaborate in coordinating activities and experiences that build upon these learning extensions.

Additionally, children's comments, suggestions and feedback are collected through conversation, observations and the communication board. Children are welcome to add their thoughts and comments on the 'communication board at any time.

Educators complete a weekly staff survey, which captures the conversations and observation of children's experiences. These are collated by the Education Leader each week and are recorded and documented how they were added to the program's planning and implementation.

## Communicating Children's Learning and Development

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The Educational Leader will prepare a weekly evaluation of the Southport State School OSHC's program, these include both the planned and spontaneous activities that children have engaged in. This evaluation will be made available to families via email and a display in the parent area. The communication to families contains a variety of evaluations including, critical reflection of learning/outcomes, as well as the progress of children and their experiences at Southport State School OSHC.

## Information Sharing and Partnerships with Families

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Educators will regularly seek feedback and information from families in relation to their child/ren and their participation in the programs delivered by Southport State School OSHC.

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 Southport State School OSHC.

Families can also contribute their thoughts, perspectives and wishes to inform the program through:

- Conversations with educators
- Through social media – Facebook comments or private messages
- Email correspondence and feedback
- Surveys and feedback prompts
- Contribution to the 'Interactive Program' on display

In seeking feedback from parents or educators, the coordinator will treat all complaints relating to Southport State School OSHC program respectfully and in accordance with policy [6.8 Feedback and Complaints Handling](#) and, where necessary, will take appropriate steps to seek to address genuine complaints quickly and effectively.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.168 Offence relating to required programs
- **Education and Care Services National Regulations:**
  - R.73 Educational program
  - R.74 Documenting of child assessments or evaluations for delivery of educational program
  - R.75 Information about educational program to be kept available
  - R.76 Information about educational program to be given to parents
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.298A Programs for children over preschool age
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities

### **Additional Regulatory Context and Guidance**

- Approved learning Framework – My Time Our Place V2 2022
- Privacy Act 1988 (Cth)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[1.6 Food and Nutrition](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[6.5 Interactions and Communication with Families](#)

[6.6 Community Communication and Participation](#)

[6.7 Feedback and Complaints Handling](#)

[7.15 Social Media and ITC Usage](#)

Policy 1.3 Sharing the Program and Children's Progress with Families				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.3-2024/1 - Combined previous policies 3.2 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 1.4 Excursions

### Policy Statement

Excursions are included in the Southport State School OSHC vacation care program as a valuable part of children's learning and leisure. Excursions aim to provide children with enjoyment, stimulation, challenge, new experiences and are a meeting point between Southport State School OSHC and the wider community. Parents and stakeholders are encouraged to contribute ideas and perspectives to the planning of excursions and the included activities. The critical aspect for all excursions it to ensure the safety and protection of children is maintained throughout.

The Southport State School OSHC management understand the inherent risk and matters of compliance associated with excursions. Therefore, the following steps will be taken by Southport State School OSHC before any child will be permitted to leave the premises:

- Risk assessments will be completed for each excursion, identifying all relevant hazards, and ensuring these are appropriately managed/controlled,
- The Southport State School P&C Association is to confirm the approval of risk-assessments and activities with significant risk prior to the undertaking of any excursions, and
- Written authorisation from a parent (or relevant authorised nominee) will be obtained by Southport State School OSHC management following the preparation and approval of the risk assessment.

Each excursion will be a well-planned and coordinated event. Methodical steps will be carried out and documented to ensure children are safe and enjoyment of the excursion is maximised.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure risk-assessments address and manage all identifiable risks and are conducted prior to the approval of excursions</li><li>• Ensure Southport State School OSHC is supported to understand their obligations for risk-assessment and parent consent to support compliance with regulations</li><li>• Establish policy and standards for the transportation of children during excursions.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Ensure procedures are followed so that risk-assessments and written parent consent is obtained before children are taken off-site.</li><li>• Undertake a sound risk-assessment process that is collaborative in seeking the input of other educators.</li><li>• Prepare and plan - having contingencies for unplanned events.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Support a safe and enjoyable activity with children.</li><li>• Follow instruction and risk-assessment plans.</li><li>• Demonstrate responsiveness through positive support to children's behaviours as required.</li></ul>

### Key Tasks and Responsibilities

Risk-Assessment	The Nominated Supervisor will take the primary lead in developing the risk assessment document. A standardised template will be used for all excursions to ensure all required information is captured. All risk assessment processes will use documentation that satisfies all the legislated requirements for excursion risk assessments, including the specific elements regarding travel. Approved risk assessments developed for excursions will be made available to parents (or relevant authorised nominee).
Transport	All travel for excursions will uphold high standards of safety and protection. Travel procedures contained in this policy only apply to excursion-related travel. To remove any doubt, educators will not be permitted to transport children in their own private vehicle for excursions or otherwise.

Authorisations	Parent (or authorised nominee) authorisation will be obtained via the vacation care booking forms (or other alternative authorisation if not part of vacation care). Included in all authorisation forms are the relevant excursion details, including all matters set out in Regulation 102. All authorisations will be stored in a manner consistent with Southport State School OSHC's record keeping policy (see <a href="#">7.6 Privacy and Confidentiality of Records</a> ). It is the responsibility of the Nominated Supervisor to ensure all authorisations are collected prior to children leaving Southport State School OSHC.
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## Procedures

### Excursion Preparation and Planning

Children's age, interests and abilities will be taken into consideration when planning excursions. Comments, suggestions and feedback from children and families will also be taken into account. When planning excursions, venue and transport costs will be considered, to ensure that excursions are financially viable and accessible to families.

For excursions or activities that pose an additional risk, educator to child ratios will be determined once a full risk assessment of the activity has been conducted. When setting ratios consideration will be given to the level of risk and hazards identified, the nature of the activities, transportation, and any other relevant matters.

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

Alternative arrangements (contingency plans) will be planned in case of changed weather conditions or other unforeseen circumstances.

The Nominated Supervisor is responsible to consult, plan and investigate potential excursion activities prior to the development and approval from the Southport State School P&C Association. No excursion is permitted to be facilitated without the endorsement of the Southport State School P&C Association.

Each excursion will have a plan prepared to describe the timeline for events and actions. The Nominated Supervisor is responsible for communicating the excursion plan to educators attending.

Each excursion will have a checklist completed (see [Excursion Checklist](#)) to record the steps taken to manage all the elements of planning and facilitating the excursion. Please note - aspects of the checklist template should be amended to suit the context of each excursion.

### Excursion Risk Assessments

Both the Southport State School P&C Association and Nominated Supervisor are to ensure a comprehensive risk assessment has been documented and endorsed prior to families having the opportunity to book and authorise their child/ren to attend the excursion. Likewise, the Southport State School P&C Association and Nominated Supervisor will ensure all children have written authorisation (as expressed below) before they will be permitted to leave the Southport State School OSHC's premises.

The Nominated Supervisor will be responsible for facilitating the initial risk assessment for approval. Where possible, the risk assessment should be developed in collaboration with Educators to ensure all identifiable hazards are identified and adequately controlled. All risk assessments will be prepared on a standardised form to ensure all required details are addressed.

Depending on the level of risk and previous experience, it may be necessary to visit the intended excursion site when conducting the risk assessment. Permission from the Southport State School P&C Association will need to be sought before staff are permitted to travel to a possible excursion location during work time.

Risk assessments will be made available to families on the school website – OSHC page:  
<https://southportss.eq.edu.au/facilities/out-of-school-hours-care>

### ***Exceptions for Regular Outings***

A newly developed risk assessment is not required for an excursion if—

- the excursion is a **regular outing**; and
- a risk assessment has already been conducted for the excursion; and
- that risk assessment has been conducted not more than 12 months before the excursion is to occur.

### **Writing the Risk Assessment**

All excursion risk assessments will be completed on standardised templates and cover the following requirements—

1. identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion; and
2. specify how the identified risks will be managed and minimised.

And consider:

3. the proposed route and destination for the excursion,
4. any water hazards,
5. any risks associated with water-based activities,
6. the transport to and from the proposed destination for the excursion, including:
  - a. the means of transportation,
  - b. any requirements for seatbelts or safety restraints under Queensland law,
  - c. the process for entering and exiting:
    - i. Southport State School OSHC's premises; and
    - ii. the pick location and/or destination.
  - d. procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking/disembarking,
7. the number of adults and children involved in the excursion,
8. 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 specialised skills are required (e.g. lifesaving),
9. the proposed activities,
10. the proposed duration of the excursion; and
11. the items that should be taken on the excursion (e.g. mobile phone, emergency contacts).

### ***Endorsement of Risk Assessments***

Risk assessments will be required to be endorsed by the Southport State School P&C Association. The Nominated Supervisor should make the risk assessment available to the Southport State School P&C Association ensuring sufficient time for consideration and approval – at least one week.

Any risk assessments prepared for Vacation Care programs should be submitted to the Southport State School P&C Association (P&C Executive) no later than one meeting prior to the holiday period (e.g. risk assessments would be tabled at March P&C meeting for an April holiday period).

### **Authorisation for Each Child's Participation**

Written authorisation from a parent (or other persons named with authorisation on the enrolment form), will be held by the Southport State School OSHC before the child is to be taken off-site. The Southport State School OSHC's booking forms (typically the Vacation Care booking form) will be created in a manner to provide and collect all relevant details from the parent or authorised nominee.

The written authorisation for an excursion must contain:

1. the child's name,
2. the reason the child is to be taken outside the premises,
3. the date the child is to be taken on the excursion (unless the authorisation is for a regular outing),
4. a description of the proposed destination for the excursion,



5. the method of transport to be used for the excursion,
6. the proposed activities to be undertaken by the child during the excursion,
7. the period the child will be away from the premises,
8. the anticipated number of children likely to be attending the excursion,
9. the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion,
10. the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and
11. that a risk assessment has been prepared and is available at Southport State School OSHC.

All authorisations will be stored in a manner consistent with the protocols set out in [7.6 Privacy and Confidentiality of Records](#) policy.

## Carrying Out the Excursion

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Contingency plans will be created for all planned excursions. Communication with impacted families will occur at the earliest possible convenience. Any complaints and feedback can be handled as per the relevant policy.

Children attending the excursion will be required to wear wear hi-vis wristbands with OSHC contact number printed on, unless stipulated by the Nominated Supervisor. Hi-vis wristbands will be supplied by OSHC at the start of each excursion.

### Viability of Excursion

Limited bookings impacting viability may result in the excursion being cancelled. Contingency plans should be created for all planned excursions. Communication with impacted families will occur at the earliest possible convenience. Any complaints and feedback can be handled as per the relevant policy.

### Tasks Prior to Departure

1. The Nominated Supervisor will ensure the excursion checklist has been reviewed at least one day prior to the excursion.
2. All educators attending the excursion must read and sign off on the relevant and specific excursion risk assessment/s, prior to attending on the day.
3. Any resources required for the excursion (first aid kits, medication, rolls etc.) will be organised and collated at least the day prior to departure.
4. The Nominated Supervisor will ensure all elements of the excursion checklist have been actioned/addressed prior to departing for the excursion.

### During the Excursion

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

Educator practices will reflect the actions outlined in the risk assessment, including plans to manage transportation safety.

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

- First aid kit, medications and forms, medical management plans and medical devices as required,
- Attendance record/roll and staff roster,
- Emergency contact details and numbers for children and staff; and
- A telephone or access to one,
- Approved equipment for taking photographs etc to record and document children's experiences,
- Resources to support health and wellbeing such as sunscreen, drinking water and hats etc.

### Supervision

Unless otherwise specified in the risk assessment the following procedures will be practiced on excursions:

- Head counts will be made at regular intervals and when moving from one area to another.
- educators will provide active supervision, ensuring the appropriate educator to child ratios are maintained at all times.

- educators will satisfy themselves that all environments are safe for use before allowing the children access to it.
- children will not be left in the sole care and custody of bus drivers (unless the driver of the bus is a paid employee/educator of Southport State School OSHC) or any other persons during excursions.

In the event of injury occurring during an excursion, procedures as set out in [2.4 Incident, Illness, Injury or Trauma](#) policy will be followed.

### **Children's Toileting**

Educators will ensure toilet facilities at excursion venues have been inspected for hygiene and hazards prior to any children's access.

Toilets and change rooms - where no male (or female) educator is available to supervise the boy's toilets (or girls toilets), female (or male) educators must satisfy themselves that it is safe for the child/ren to access the toilets and will remain in suitable proximity to the toilet area until all child/ren have returned.

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

Educators will ensure that Southport State School OSHC communication procedures are followed when escorting children to the toilets in another area.

### **Excursion Evaluation and Reflection**

Educators will inform the assessment of the evaluation of the excursion. Typical observations and documentation addressing the children's learning and wellbeing outcomes will be recorded. Additionally, at the next team meeting, the excursion and risk management plans will be evaluated collectively. Where improvements have been identified, these ideas will be recorded and implemented in future plans for excursions.

## **Excursion Transport and Travel**

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The following transportation and travel procedures only relate to travel occurring as part of an excursion. Any other travel related matters are contained in policy [2.15 Transportation \(Other Than Excursions\)](#).

### **Selecting Transportation**

Southport State School OSHC will ensure any transportation of children upholds all relevant legislation and guidelines, including:

- Any vehicles used must be registered for the purpose and in suitable (roadworthy) condition.
- Drivers are to be suitably licensed to carry the required number of passengers.
- Educators will not be permitted to transport children in their own private vehicle.

Where public transport is intended to be used on an excursion, a comprehensive risk-assessment will be undertaken to address relevant hazards.

### **Seatbelts and Restraints**

In the case of children being transported in a bus (or car), the following legislative guidelines will be followed:

- Bus transport with 13 or more seats does not need to be fitted with seatbelts and child restraints are not required, however, where possible Southport State School OSHC will select buses/coaches with seatbelts as a preference.
- Australian Standard (AS/NZS 1754) child restraints are required for four to seven-year old when traveling in a car (other than taxi) or a van/bus with 12 or less seats. In these circumstances all passengers have to wear seatbelts.
- Public transport - child restraints are not required on buses, trains, or personalised transport services such as taxi, limousine and ride-booking services.
- Use of personalised transport services such as taxi, limousine and ride-booking services should comply with the transport service's requirements.

### **Transitioning Between Transport, Premises and Destinations**

- The risk assessment prepared for the excursion will set out the specific steps for children:
  - Entering and exiting Southport State School OSHC's premises, pick-up location and destination
  - Embarking and disembarking the means of transport, including how children will be accounted for
- Generally, the process will be a face count or roll to account for children periodically throughout the excursion and for critical points such as transitioning between locations. Specific steps will be developed as per the context of the excursion.
- Locations for travel embarking and disembarking will consider the relevant risks, where possible the safety location will be selected for transitioning.
- Consideration will be made to appointing a particular educator to the role of accounting for children as they transition between the means of transport and relevant locations.

### Vehicle Breakdown/Accident

- In the event of an incident occurring during an excursion, procedures as set out in [2.4 Incident, Illness, Injury or Trauma](#) policy be followed.
- In the event of a vehicle breakdown, while waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities. The Nominated Supervisor or delegate will communicate the situation and remedies to families via relevant communication channels.
- In the event of a late return to Southport State School OSHC's, every effort will be made to notify parents e.g. to arrange for a notice to be displayed at Southport State School OSHC or to contact parents individually.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.165 Offence to inadequately supervise children
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.99 Children leaving the education and care service premises
  - R.100 Risk assessment must be conducted before excursion
  - R.101 Conduct of risk assessment for excursion
  - R.102 Authorisation for excursions
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

### Additional Regulatory Context and Guidance

- Transport Operations (Passenger Transport) Standard 2010 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[2.4 Incident, Illness, Injury or Trauma](#)  
[2.5 Administration of First Aid](#)  
[2.6 Water Safety](#)  
[2.9 Medical Conditions in Children](#)  
[2.10 Medication Administration](#)  
[2.11 Sun Safety](#)  
[3.4 Children's Toileting](#)  
[3.5 Emergency and Safety Equipment](#)  
[6.3 Bookings and Cancellations](#)  
[6.4 Acceptance and Refusals of Authorisation](#)  
[6.5 Interactions and Communication with Families](#)  
[6.6 Community Communication and Participation](#)

## Appendices and forms

[Excursion Permission Form](#)  
[Excursion Risk Management Plan](#)  
[Excursion Checklist Template](#)  
[Swimming Ability Form](#)

Policy 1.3 Excursions				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.3-2024/1 - Combined previous policies 2.3, 3.2, 3.4, 3.4.1 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 1.5 Sleep and Rest

### Policy Statement

The health, wellbeing and comfort of children attending Southport State School OSHC includes access to sleep, rest and relaxation. Southport State School OSHC will structure the environment, practices and program to ensure children needing or seeking calmer and quieter areas for play and leisure can access these when required.

The age, developmental stage and the individual need of each child is a central component of the planning and structure of the program. We recognise that each child is unique and their requirements for sleep and rest will vary. The program will be developed to consider the variability and diversity of children's needs.

Parents are welcome and encouraged to discuss and contribute to the planning of the program to ensure their child's individual sleep, rest and relaxation needs are met.

Southport State School OSHC's physical environment will be shaped to offer inviting areas for calm and restful play. Resources and facilities where children can lay down in comfort will be available during all sessions. If needed, children will be provided with a suitable area to sleep. Where resources such as bedding and linen is used, these will be cleaned and appropriately stored after each occasion.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Support Southport State School OSHC's planning, facilities and resources to promote a diversity of experiences including those that support a child's need for rest and sleep.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Liaise with parents and families about children's needs for rest and sleep. Plan and support accordingly.</li><li>Lead reflection on Southport State School OSHC's program and planning to facilitate a range of experiences and opportunities for children including those that support children's rest and relaxation.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Support children to access opportunities for sleep, rest and relaxation as required.</li><li>Ensure physical spaces are configured and are made available for quiet and restful activities.</li></ul>

### Key Tasks and Responsibilities

Sleep and Rest Facilities	The Southport State School P&C Association is to ensure sufficient facilities and physical space is available for children's access to sleep and rest. The Nominated Supervisor will ensure the facilities are appropriately maintained and used, including reporting additional requirements or improvements.
Supporting Rest	The Nominated Supervisor and Educational Leader are responsible for the coordination and plans and practices to ensure children have access to suitable rest and sleep settings. Educators are to use their insight into the needs of children and provide access to relevant facilities.

### Procedures

#### Recognising Children's Needs

All educators will be provided with instruction around children's rights to rest, relaxation and leisure. Additionally, the wellbeing and comfort of children will be an ongoing aspect of reflection surrounding the program. Southport State School OSHC will be responsive to the needs of children, demonstrating flexibility

around how the program is facilitated. Where needed, children are welcome and encouraged to engage in sleep, quiet and/or downtime experiences.

## Shaping the Environment for Rest and Relaxation

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As part of the educational program, restful activities and downtime experiences will be offered throughout the session/day. Where a child is displaying characteristics of fatigue and tiredness, educators will encourage and support the child to access the relevant quiet areas.

For every session of care, the physical environment is thoughtfully configured so children can access a range of play types, including downtime, restful and quiet experiences away from activities where robust or energetic play is occurring.

## Collaborating with Families

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Like all aspects of care and programming, families are encouraged to discuss their child's needs with the OSHC leadership team so these can be included in routines and practices. Where specific and intensive sleep and rest is required, individual plans will be created.

As part of the ongoing development of the program, educators will continue to consult with children around preferences for rest and relaxation at OSHC. Where preferences are identified, these will be documented and included in critical reflection and planning.

## Protocols for Children Wanting Sleep

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Where a child is seeking an area to sleep or rest, then a temporary mattress will be laid out in the movie room. Bedding that is stored in the office cupboard can be used to make the child comfortable.

The area will be kept free of active games or loud activities to be as reasonable quiet as possible. An educator will position themselves to supervise the general area where the child is resting.

Once the child has finished sleeping or resting all bedding will be placed in the hamper for washing. All bedding must be washed after a single use. Clean bedding is returned back to the office cupboard for storage.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Regulations:**
  - R.84A Sleep and rest
  - R.84B Sleep and rest policies and procedures
  - R.84C Risk assessment for purposes of sleep and rest policies and procedures
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities

### **Additional Regulatory Context and Guidance**

- [Queensland Health - Healthy sleep in children factsheet](#)
- [Article 31 of the UN Convention on the Rights of the Child](#)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

## Appendices and Forms

[Risk Assessment Template - Sleep and Rest](#)

Policy 1.5 Sleep and Rest				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.4-2024/1 - Combined previous policies 3.9 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## 1.6 Food and Nutrition

### Policy Statement

Southport State School OSHC provides food as part of the Southport State School OSHC's education and care, recognising and acknowledging the importance of providing food that is both nutritious and appropriate to the needs of the children. We encourage and promote the health and wellbeing of children by providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are supported to understand the benefits of this approach to nutrition for their children.

The food and meals provided by Southport State School OSHC will be adequate for the situation. To be positioned to provide safe and well-prepared meals, the school's Tuckshop and other local businesses prepare the food items on behalf of Southport State School OSHC. The development of the menu still draws upon children and family's preferences

Where desired, children will also be able to access food they may have brought to Southport State School OSHC in their lunchbox. Drinking water will always be available and accessible to children.

### Health and Nutrition Guidelines

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Southport State School OSHC's menus and food available will be based on information from recognised health authorities, such as government health department and other organisations with recognised expertise in nutrition (e.g. Nutrition Australia, Heart Foundation, Queensland Health). The primary guidelines for menu items will be based on the National Health and Medical Research Council's 'Australian Dietary Guidelines' and Queensland Education's Smart Choices strategy.

Importantly Southport State School OSHC recognises the following key points from the Australian Dietary Guidelines:

- Children and adolescents need sufficient nutritious foods to grow and develop normally.
- In enjoying a wide variety of nutritious foods. Children adolescents should be encouraged to:
  - eat plenty of vegetables, legumes and fruits.
  - eat plenty of grain (cereal) foods, (including breads, rice, pasta and noodles), preferably wholegrain.
  - include lean meat, fish, poultry and/or alternatives.
  - include milks, yoghurt, cheese and/or alternatives.
  - Reduced fat varieties should be encouraged.
  - choose water as a drink.
- Likewise, care should be taken to:
  - limit saturated fat.
  - choose foods low in salt.
  - consume only moderate amounts foods containing added sugars.
- Prepare and store children's food safely.

### The Eating Environment

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Outside of the food provided by Southport State School OSHC, we are committed to promoting healthy eating habits and providing nutritious food and drinks that meet the needs of children. We aim to influence children and families about making informed food choices and to create a positive and enjoyable eating environment. Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition.

### Programming – Food Based Activities

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Cooking and preparing food with children also serves as a valuable program activity. Educators will ensure these activities reflect a safe environment for children's participation and consumption. Relevant precautions will be taken to consider the need for specific risk assessment, based on the nature of the activities and environment.



## Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure Southport State School OSHC has established sound food and nutrition practices.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Monitor and respond to food safety issues.</li><li>• Ensure food purchased, stored and served is consistent with risk-assessment and management plans.</li><li>• Ensure communication with parents is effective.</li><li>• Facilitate opportunities for child, parent and educator involvement in menu design and food ideas.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Source opportunities to involve children in the food and nutrition program.</li><li>• Equip children with self-help and independence skills.</li><li>• Monitor children for allergic reactions or safety issues relating to food.</li><li>• Involve children in positive meal time experiences and encouragement of 'smart choices' and healthy foods.</li><li>• Ensure food handling and storage practices are reflective of Southport State School OSHC policy and procedures, and relevant regulations.</li><li>• Ensure children have access to and encouragement to consume to adequate drinking water, especially in hot weather.</li></ul>

## Key Tasks and Responsibilities

Menu Development	The Southport State School P&C Association will ensure the relevant guidelines are available to ensure the food available to children is suitable. The Nominated Supervisor is to monitor the menu planning to ensure it reflects the relevant guidelines and expectations.
Food Preparation and Handling	The Nominated Supervisor or Responsible Person will monitor educator practices to ensure the food safety program is followed. The Nominated Supervisor will also ensure educators access relevant training and instruction, and the cleanliness of food preparation area is maintained.
Eating Environment	The Nominated Supervisor and Responsible Person is supported by educators to ensure the eating environment remains a pleasant and suitable space for children to consume meals and socialise.

## Procedures

### Menu Development

#### Health and Nutrition

The Nominated Supervisor will be responsible to:

- regularly review, and when necessary, ensure that Southport State School OSHC obtains formal reviews of this Food and Nutrition Policy from a recognised nutrition authority or a person duly qualified to advise in relation to it.
- to the Southport State School P&C Association at least once a year and otherwise whenever a change is made to this Food and Nutrition Policy.

Where Southport State School OSHC provides food, educators will seek to provide food, which:

- is healthy, balanced, varied, age appropriate and consistent with Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003 and the Smart Choices - Healthy Food and Drink Supply Strategy for Queensland Schools.
- includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods,
- as far as reasonably possible, meets the dietary needs of children with special dietary needs of which Southport State School OSHC has been made aware, or becomes aware.

The Nominated Supervisor will discuss with all parents any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at Southport State School OSHC. Details of these restrictions will be noted on the enrolment form and passed on to educators.

Southport State School OSHC will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to educators in relation to that child.

Persons tasked with developing menu plans will have relevant understanding of nutritional guidelines, procedures and requirements of Southport State School OSHC to serve adequate, healthy and nutritious food.

Southport State School OSHC will continually consider the additional training needs, and where relevant, educators will be encouraged to attend professional development on food and nutrition themes.

A menu for the week will be displayed near the entrance of the OSHC building and on the fridge and will accurately describe the foods to be served throughout the week.

### **Developing a Menu Plan**

Southport State School OSHC provides breakfast and afternoon tea for the relevant sessions of care. A weekly menu is prepared to ensure the food provided reflects the relevant guidelines for nutrition and healthy eating.

- Southport State School OSHC has afternoon tea prepared for the children by the school tuckshop and engages local businesses to cater for the children for afternoon tea twice a week.
- Southport State School OSHC menus are planned using a checklist to ensure that food provided is varied and encompasses all food groups.
- Families, children and educators are encouraged to contribute ideas for the menu which is then passed onto the tuckshop or considered in the outsourced catering.
- Food or beverages provided will take into account any specific cultural or religious requirements.
- Where children have special dietary needs, which is not reasonable that Southport State School OSHC meet, the Nominated Supervisor will consult with parents and where necessary, the meal will be supplied from home.
- When parents provide food for their child, healthy food and drink choices are encouraged.
- The Nominated Supervisor will support menu preparation and purchasing to ensure adequate quantity.

### **Drinking Water**

- The Nominated Supervisor will ensure that children have ready access to cool drinking water.
- Educators will encourage children to drink extra water during the summer months.
- Educators will encourage parents to provide children with water to take with them on excursions.

## **The Eating Environment**

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Mealtimes and the interactions that occur when eating contribute to the learning outcomes and experience of children. The eating environment will be shaped to be a calm and enjoyable setting.

### **Safe and Pleasant Environment**

- Children must wash their hands prior to mealtimes following the steps contained in policy [2.7 Infectious Diseases](#).
- Educators will promote a calm and hygienic eating setting by encouraging children to sit whilst eating. To promote a suitable environment, meal and snack times will follow a daily routine that is flexible and child-centred.
- Educators will sit with children during meals to provide supervision, encourage healthy eating, and promote positive behaviour.
- When children are finished eating, they will follow routines to leave the area tidy and place items in the washing up tubs.

### **Serving of Food**

- Independence will be fostered by encouraging children to serve themselves food, under supervision from educators, using appropriate equipment.

- If educators need to serve food to the children, tongs and/or gloves will be used.
- At meal/snack times, educators will encourage children to try different foods and to take appropriate portions.
- An adequate quantity of food will be available, but children should take an appropriate initial portion and come back if more is required.

### **Diverse Cultural Experiences**

- Food provided includes food from various cultures particularly those represented in Southport State School OSHC and local community.
- Families from other cultures within Southport State School OSHC or wider community may be invited to participate in the program, providing children with food experiences from their own culture.
- Food awareness activities will be chosen from a variety of cultures and may include:
  - a. different ways of serving the food (i.e. chopsticks),
  - b. different varieties of foods (e.g. feta cheese instead of cheddar),
  - c. foods that may have significance within their culture (e.g. Anzac biscuits and their origin).

### **Allergies and Dietary Restrictions**

- Children with allergies or other dietary restrictions will have specific plans developed as per [2.9 Medical Conditions in Children](#).
- Consistent with regulatory requirements, educators will be informed of any allergies, intolerances, or specific dietary needs of children and the plans prepared for their management.
- Suitable alternatives will be provided for children with special dietary needs.
- Educator's training and risk minimisation plans will capture the management process to minimise cross contamination, with alternative foods kept and prepared separate from other foods.
- Children with relevant allergies will be monitored throughout food service and eating times to ensure their wellbeing and safety.

## **Food Experiences**

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Food will not be used in Southport State School OSHC as punishment or reward for children. Educators involve and consult children when planning the menu and/or food activities and experiences through group meetings and/or children's suggestions. Educators will ensure healthy food options are considered as first preference with occasional foods being kept to a minimum.

Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition and when planning cooking experiences for the program, healthy food options are considered as first preference with occasional foods being kept to a minimum.

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

### **Cooking, Food Preparation and Service with Children**

Children's involvement with food preparation and serving will be promoted and explored as much as possible through 'serve-yourself' routines and activities such as breakfast meals.

Play and learning activities surrounding food, such as cooking will be included as part of the program to enhance children's life skills and provide an opportunity to promote healthy eating.

### **Safety around food activities**

All times children are handling food, they must follow Southport State School OSHC's hygiene practices, including handwashing.

Children will not be allowed in the kitchen or food preparation area unsupervised. Food activities that require heating and/or cooking will be fully risk assessed and supervised by an educator.

Children who are unwell will not be permitted to handle food consumed by others.

Risk assessments will be written to manage any significant risks associated with heat, knives and other potential hazards.

## Partnering with Families

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### Sharing Information

Parents are responsible for communicating any dietary needs or restrictions. Generally, this information is captured on enrolment. Parents can update Southport State School OSHC at any time, should a condition emerge.

The food provided by Southport State School OSHC is planned ahead and menus are displayed at the sign in areas for families and children.

Through the Family Handbook, parents are alerted to Southport State School OSHC's nutrition policy, and invited to contact the Nominated Supervisor 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 Nominated Supervisor will arrange at least one opportunity every twelve months for parents to have input into the Nutrition Policy.

### Food Provided by Parents

Where parents provide food for their children:

- Southport State School OSHC will promote relevant nutritional information as well as suggestions for healthy food and drink choices.
- If a child has special food needs e.g. cultural requirements or food allergies, Southport State School OSHC will work with parents to develop a plan to meet the child's needs. Parents will inform Southport State School OSHC of any changes.
- Provision for storage of food for children may be available during vacation care.
- Any issues will be addressed and planned with each individual family directly.

## Professional Development

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Southport State School OSHC management will ensure that food handlers are provided with adequate training and instruction in relation to food handling and storage procedures.

Southport State School OSHC will ensure that information and/or fact sheets relating to food safety and nutrition are readily available. If required, further training will be made available.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.77 Health, hygiene and safe food practices
  - R.78 Food and beverages
  - R.79 Service providing food and beverages
  - R.80 Weekly menu
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements

### Additional Regulatory Context and Guidance

- Food Act 2006 (Qld)
- Australian dietary guidelines - National Health and Medical Research Council's
- Queensland Education's Smart Choices strategy

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)

[2.8 Hygiene, Health and Wellbeing Practices](#)

[2.9 Medical Conditions in Children](#)

[7.13 Workplace Health and Safety](#)

Policy 1.6 Food and Nutrition				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.5-2024/1 - Combined previous policies 5.2 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

# 1.7 Technology and Screen-Time

## Policy Statement

Southport State School OSHC recognises and acknowledges that technology and media viewing form part of a varied and balanced program, relevant to the needs and interests of children. Therefore, this policy aims to establish guidelines for children's media viewing while at Southport State School OSHC.

Southport State School OSHC recognises access to screens often competes with children's physical activity and movement and Southport State School OSHC's program is reflective of the need for health promotion and balancing the needs of children.

### Definitions

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

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

## Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish policies to reflect the standard of care expected for Southport State School OSHC.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Ensure the program and delivery of service meets the expectation of the policy, relevant guidelines and family wishes.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Ensure any media viewed or accessed by children is consistent with the Southport State School OSHC standards for rating/classification.</li></ul>

## Procedures

### Service Responsibilities

Southport State School OSHC will ensure that children's media viewing is incorporated as part of a varied and balanced program designed to enhance children's learning and experiences while in care. It will be reflective of a holistic assessment of the child's day and opportunities for physical activity and their overall health promotion.

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

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

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

### Educator Responsibilities

Educators will ensure that all material viewed by children, whether provided as part of the Southport State School OSHC program or bought from a child's home, is age-appropriate and consistent with the Australian Film and Literature Classifications (G) or (PG). Southport State School OSHC will request that children to only bring movies, games or music that are suitable for viewing.

## Family Responsibilities

Parents/guardians will ensure that all movies, games or music bought to Southport State School OSHC by their children are consistent with this policy - are G or PG-rated.

Children will not be able to bring in any mobile phone or iPad device as Educators are not available to monitor usage of children's personal devices with access to internet and/or social media while at Southport State School OSHC.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA6 – Collaborative partnerships with families and communities.

### Additional Regulatory Context and Guidance

- Australian 24-Hour Movement Guidelines for Children and Young People (5-17 years)

## Related policies and procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[2.16 Safe Online Environments for Children](#)

[5.5 Promoting Protective Behaviours](#)

[6.10 Children's Property and Belonging](#)

[7.15 Social media and ITC Usage](#)

Policy 1.7 Technology and Screen-time				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
1.6-2024/1 - Combined previous policies 3.7 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



# Children's Health and Safety

The health and wellbeing of each OSHC child is **safeguarded and promoted**.

Children enrolled in OSHC have a right to receive high-quality education and care in a setting that **promotes their health and safety**, reinforced by the policies contained in this section. Fundamentally, the service must provide an environment that protects children and ensures they learn in ways that are free from harm or injury.

To enhance the health and safety outcomes of the service, educators will also foster each child's wellbeing, healthy lifestyle choices, and the development of competence, confidence, and independence.



## 2.1 Providing a Child Safe Environment

### Policy Statement

#### Statement of Commitment to the Safety and Wellbeing of Children

Southport State School OSHC has a firm commitment to the safety and wellbeing of all children in our care. We recognise the paramount importance of an environment where children can grow, learn, and thrive free from harm. As professionals responsible for safeguarding children, we demonstrate leadership and a culture of safety and protection. This is reflected throughout Southport State School OSHC from our philosophy to our day-to-day tasks.

We recognise not only the physical safety of children but also our duty to ensure the psychological safety and wellbeing of children and staff. The Southport State School P&C Association will foster an environment of fairness, dignity and respect for all people. The practices endorsed will seek to be inclusive and free from discrimination. Safety and wellbeing will be enhanced by a culture that fosters embedding sound practices, including hazard identification and risk management.

The purpose of this policy is to outline our comprehensive commitment to children's safety and protection, and demonstrate the robust systems established to coordinate these mechanisms. The design of our processes ensures the Southport State School P&C Association, Nominated Supervisor, educators and others are aligned in their actions and values to promote the safety and wellbeing of children and young people and uphold the protection of children from harm. The design of this and adjacent policies are informed by the National Principles for Child Safe Organisations and our Child and Youth Risk Management Strategy.

The Southport State School P&C Association demonstrates leadership to ensure the promotion of safety and wellbeing of children through establishing effective practices. These being ensuring the physical environment of Southport State School OSHC addresses relevant hazards via sound and effective risk assessment. As set out in this policy Southport State School OSHC expects the practices carried out to support children's education and care maintains safety, dignity and rights of each child.

The policy establishes a framework for guidance, instruction and decision-making of educators. As a result, there is a strong expectation for compliance with this policy. Southport State School OSHC will treat any concerns around the performance of safety very seriously.

Southport State School OSHC's commitment to promoting safety, wellbeing and protection of children includes its ethical and legal duty to care for children associated with Southport State School OSHC whilst not in the care of their parents or other caregivers, notifying Child Safety of any reasonable suspicions of significant harm.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish policy and management systems to monitor and promote safety and protection of children.</li><li>Establish sound processes and expectation in planning, implementing and monitoring risk assessment activities.</li><li>Where needed, lead the response to address instances of breaches, non-compliance and identification of vulnerability.</li><li>Will support Southport State School OSHC's commitment to the safety and wellbeing of children by ensuring proper governance, management and support.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Will lead Southport State School OSHC's culture and delivery of safety and wellbeing of children.</li><li>Will ensure suitable persons are recruited, inducted and supported to care and positively guide children.</li><li>Will respond to incidents with timeliness and professionalism.</li></ul>

All Staff	<ul style="list-style-type: none"> <li>• Ensure conduct upholds the safety, wellbeing and best interest of children.</li> <li>• Supervise and monitor the environment and children's interactions.</li> <li>• Identify and respond to the needs of children.</li> <li>• Take reasonable care of their own health and safety and the health and safety of others and cooperate with any decision made to reduce risks to uphold safety.</li> <li>• Follow the guidance and support of management.</li> </ul>
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## Key Tasks and Responsibilities

Physical Environment	The Southport State School P&C Association is to establish effective risk management and controls to ensure management systems create a suitable child safe environment. The Nominated Supervisor will have responsibility for monitoring the effectiveness of these systems and practices.
Child Safe Practices	The Southport State School P&C Association will ensure relevant frameworks (policy, instruction, training) ensures educators understand and follow their relevant duties and expectations. The Nominated Supervisor will be responsible for modelling practices and supervising their consistent implementation. Educators will follow the practices and expectations for ensuring the safety and wellbeing of children.
Children in Need of Protection	The Southport State School P&C Association will ensure educators have policy and instruction to understand the child protections concerns and the actions required as mandatory reporters to notify Child Safety. The Nominated Supervisor will be Southport State School OSHC's key contact for liaising child protection concerns.

## Procedures

The Southport State School P&C Association, Nominated Supervisor and educators will demonstrate their commitment to providing an environment that is safe and promotes the wellbeing of all children at all times through converging procedures and systems of work. These incorporate a variety of policies set out below.

The Southport State School P&C Association will ensure risk management is considered holistically to provide protection and value for each stakeholder group. This purpose and outcomes of effective risk management for our stakeholder groups will include (but is not limited to):

- **Children and Families** – ensuring access to professional service delivery and services that meet their needs and are inclusive, and planning and actions prevent harm.
- **Community** – the service provided is inclusive and accessible, the service does not contribute to the creation or continuance of risk or hazard to the school environment, and resources are inappropriately distributed or wasted.
- **Employees (and Volunteers)** – are empowered and contribute to professional service delivery, are aware of their duties to contribute to wellbeing and safety of children, families and colleagues.
- **Management and Governance** – There are implemented supports to drive the (operational and financial) sustainability, professionalism and compliance of the service delivered. There is confidence the risks of the service are clearly understood and are managed effectively by all personnel. Decision-making in the organisation is supported by a risk-aware culture – identifying and responding to opportunities early. Learning from events is captured and both successes and failures result in changes to improve.

## A Safe Physical Environment

### Risk Assessment Methodology

Southport State School OSHC's foundation for a safe and healthy physical environment is informed by best practice and standards set out in our policy [7.13 Work Health and Safety](#), which establishes —

- A risk assessment methodology to systematically identify and control harm and hazards likely to cause injury.
- The routines and practices to monitor the physical environment to ensure it meets documented standards and expectations, such as safe, clean and good repair, to ensure safety.

- Routines and practices embedded by staff to encourage, role-model and support children's learning of protective behaviours.
- Communication of relevant risk management plans and activities to parents, staff and the school community annually through either displays, newsletters, training and meetings ([6.5 Interactions and Communication with Families](#)).

## External Environments

Complementary risk assessment practices are adopted in situations where Southport State School OSHC operates outside the premises. These procedures are set out in policies [1.4 Excursions](#), and where relevant policy [2.6 Water Safety](#) and address--:

- The relevant risks in any public environment accessed by Southport State School OSHC,
- Parent's access to information for informed consent for their children's participation.

## Reducing Exposure to Hazards

Procedures to address specific hazards are set out in the following —

- For emergency situations, the planning and rehearsal for steps to rapidly assemble in a safe location is set out in policy [2.13 Emergencies Evacuation, Lockdowns and Drills](#).
- To ensure children have access to facilities to treat any injuries as addressed in procedures set out in policy [2.4 Incidents, Illness, Injury, or Trauma](#) and [2.5 Administration of First Aid](#).
- Illness, disease and infection risks are primarily set out in policy [2.7 Infectious Diseases](#), which establishes protocols for limiting exposure as a primary intervention, complemented by health and hygiene practices.
- Setting up an environment to reduce exposure to UV hazards is set out in policy [2.11 Sun Safety](#).
- Ensuring there is a safe and suitable eating environment; steps to address associated hazards are set out in policies [1.6 Food and Nutrition](#) and [2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#).

## Practices to Promote Children's Safety and Wellbeing

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The practices of Southport State School OSHC are the operationalised reflection of Southport State School OSHC's commitment to a culture of child safety and wellbeing. These practices include—

### Employment and Induction

A careful and considered approach is taken to attract and select appropriate people to interact and care for the children of Southport State School OSHC. This includes-

- Interview protocols that assess the candidate's merit for the position, including evidence they have the suitable knowledge and ability to meet Southport State School OSHC's requirements.
- Judgements and decision-making for selection and recruitment are transparent, free from bias and undue influence, as set out in Southport State School OSHC's Code of Conduct.
- All employees must comply with blue card requirements, including holding a positive notice, that is linked to the Southport State School P&C Association, prior to commencement.

Once offered employment, staff members are thoroughly inducted to ensure they have a sound understanding of the key requirements to appropriately work with children and discharge their responsibilities. The induction material and processes are designed to demonstrate the staff member's understanding and ability as being suitable and appropriate to provide education and care (see policies [4.1 Recruitment and Employment of Educators](#), [4.3 Volunteers and Students](#) and [7.2 Determining the Responsible Person](#)).

Southport State School OSHC will establish ongoing procedures for the management, screening and monitoring of Blue Card (Working with Children Check) compliance for all relevant persons (see policies [4.2 Working with Children Check \(Blue Card\) Management](#) and [4.3 Volunteers and Students](#)).

### Staffing Arrangements

A roster and coordination of duties is coordinated to ensure the regulatory requirements for ratios, qualifications, leadership and supervision are met, ensuring that staff are not alone at Southport State

School OSHC with a child, except in an emergency. Southport State School OSHC has a requirement of at least two staff members being present at all times the service operates.

Leadership and Management forms a key element of the staffing arrangement mix. People with management and control of Southport State School OSHC are fit and proper for the role, as set out in policy [7.5 Governance and Management](#). Likewise, where the Nominated Supervisor is not present at Southport State School OSHC, a suitable Responsible Person is appointed. The assessment of the suitability of the Responsible Person is set out in policy [7.2 Determining the Responsible Person](#).

### **Supervision and Duty of Care**

Effective supervision practices play a pivotal role in ensuring children are safe, observed, and engaged, thus preventing incidents, injuries, and potential harm, see policy [2.2 Supervision and Educator Ratios](#).

Effective supervision is ensured by—

- Coordinating staffing arrangements to maximise resources, including the consideration of educator skill, knowledge and capacity.
- Providing clear instructions to ensure educators are vigilantly monitoring children's activities, interactions, and environments, and are responding promptly to any potential risks or concerns.
- Establishing protocols and monitoring around supporting children where privacy and dignity are important considerations (see policy [3.4 Children's Toileting](#)) and facilities that support appropriate boundaries (staffing toilets).
- Consideration of the relevant risks and hazards associated with activities, including the needs of children who are or may participate.
- Risk assessments and procedures to manage their travel, arrival and collection as set out in policy [2.3 Safe Arrivals and Departures of Children](#).
- Educators being aware of children's individual medical and health needs. Planned and informed practices for their care are set out in policy [2.9 Medication Conditions in Children](#).
- A planned and coordinated approach for the response to incident and injuries is set out in policy [2.4 Incidents, Illness, Injury, or Trauma](#).

### **Professionalism and Conduct**

Southport State School OSHC has firm procedures to ensure interactions and relationships with children are supportive, including the practices to support behaviour via positive guidance. Children are to be cared for in an environment that demonstrates respect, upholds dignity and promotes a child's self-regard, as set out in policies [5.1 Interactions and Relationships with Children](#), [5.2 Positive Behaviour Support Practices](#) and [5.3 Supporting Complex Behaviours](#). These practices also consider the role of psychological and cultural safety to reflect our values of wellbeing and inclusion.

All persons positioned to interact and build relationships with children have clear guidelines for their behaviour (refer policy [4.4 Code of Conduct](#)), with all staff supervised to ensure their actions are consistent with Southport State School OSHC's Code of Conduct.

### **Collaboration and Transparency**

Parents remain well informed of potential hazards and relevant risk management plans, with informed consent required for participation in Southport State School OSHC as set out in policy [6.4 Acceptance and Refusals of Authorisation](#).

Southport State School OSHC also has established requirements and expectations for children and young people's participation and attendance at Southport State School OSHC. Should any child compromise the safety and wellbeing of others, formal mechanisms allow for review of additional support and/or enrolment as set out in policy [6.2 Enrolment and Orientation](#).

Likewise, formal mechanisms are established to encourage children and families to speak up about any concerns or discomforts they may have through policies [6.7 Feedback and Complaints Handling](#) and [7.18 Managing Concerns of Harmful Sexual Behaviours](#), which ensure families are not exposed to retribution or victimisation as a result of having concerns raised.

Southport State School OSHC has procedures in place to ensure the written parental permission for children to be photographed at Southport State School OSHC is obtained. Photographs will be for

Southport State School OSHC use only (see policies [6.2 Enrolment and Orientation](#) and [4.5 Code of Conduct](#)).

## Identifying Children in Need of Protection

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Providing suitable training and instruction for staff on their duty as Mandatory Reporters to identify and respond to allegations or suspicion of harm and abuse (see [2.14 Child Protection and Mandatory Reporting](#)).

Reporting incidents and relevant notifications to the Southport State School P&C Association and communicating this to the Regulatory Authority as outlined in policies [2.4 Incident, Illness, Injury or Trauma](#) and [7.7 Managing Notifications](#).

### Online Environments

To ensure children at Southport State School OSHC are provided with a safe environment at all times, including online environments, Southport State School OSHC has set out relevant procedures in [2.16 Safe Online Environments for Children](#).

This policy and its procedures, outlining Southport State School OSHC's commitment to the safety and wellbeing of children and the protection of children from harm, will be reviewed **annually** or as required.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.165 Offence to inadequately supervise children
  - s.166 Offence to use inappropriate discipline
  - s.167 Offence relating to protection of children from harm and hazards
  - s.170 Offence relating to unauthorised persons on education and care service premises
  - s.171 Offence relating to direction to exclude inappropriate persons from education and care service premises
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
  - s.174 Offence to fail to notify certain information to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.12 Meaning of serious incident
  - R.82 Tobacco, drug and alcohol-free environment
  - R.83 Staff members educators not to be affected by alcohol or drugs
  - R.84 Awareness of child protection law
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.88 Infectious diseases
  - R.89 First aid kits
  - R.90 Medical conditions policy
  - R.91 Medical conditions policy to be provided to parents
  - R.92 Medication record
  - R.93 Administration of medication
  - R.94 Exception to authorisation requirement—anaphylaxis or asthma
  - R.95 Procedure for administration of medication
  - R.96 Self-administration of medication
  - R.97 Emergency and evacuation procedures
  - R.98 Telephone or other communication equipment
  - R.99 Children leaving the education and care service premises
  - R.103 Premises, furniture, and equipment to be safe, clean and in good repair
  - R.115 Premises designed to facilitate supervision
  - R.122 Educators must be working directly with children to be included in ratios



- R.123 Educator to child ratios – centre-based services
- R.136 First aid qualifications
- R.168 Education and care services must have policies and procedures
- R.170 Policies and procedures to be followed
- R.171 Policies and procedures to be kept available
- R.172 Notification of change to policies or procedures
- R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership.

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Child Protection Act 1999 (Qld)
- Department of Education - [Child Care Provider Handbook](#)
- Council of Australian Governments - [National Principles for Child Safe Organisations](#)
- [United Nations Convention on the Rights of the Child](#)
- ACECQA - [Factors to consider when planning for adequate supervision](#)
- ACECQA – [Active Supervision: Ensuring safety and promoting learning](#)
- Department of Children, Youth Justice and Multicultural Affairs - [Information sheet 1 – Mandatory reporting by early childhood education and care professionals](#)
- ACECQA - [Providing A Child Safe Environment Policy Guidelines](#)

## Related policies and procedures

- [1.1 Educational Program Development and Implementation](#)
- [1.5 Sleep and Rest](#)
- [1.6 Food and Nutrition](#)
- [1.7 Technology and Screen-Time](#)
- [2.2 Supervision and Educator Ratios](#)
- [2.3 Safe Arrivals and Departures of Children](#)
- [2.4 Incident, Illness, Injury or Trauma](#)
- [2.5 Administration of First Aid](#)
- [2.6 Water Safety](#)
- [2.7 Infectious Diseases](#)
- [2.8 Hygiene, Health and Wellbeing Practices](#)
- [2.9 Medical Conditions in Children](#)
- [2.10 Medication Administration](#)
- [2.11 Sun Safety](#)
- [2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)
- [2.13 Emergency Evacuation, Lockdown and Drills](#)
- [2.14 Child Protection and Mandatory Reporting](#)
- [3.1 Space and Facilities Requirements](#)
- [3.3 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [3.4 Children's Toileting](#)
- [3.5 Emergency and Safety Equipment](#)
- [4.1 Recruitment and Employment of Educators](#)
- [4.2 Working with Children Check \(Blue Card\) Management](#)
- [4.3 Volunteers and Students](#)
- [4.4 Code of Conduct](#)
- [4.7 Fit for Work](#)
- [5.1 Interactions and Relationships with Children](#)
- [5.2 Positive Behaviour Support Practices](#)

[5.3 Supporting Complex Behaviours](#)  
[5.5 Promoting Protective Behaviours](#)  
[6.2 Enrolment and Orientation](#)  
[6.5 Interactions and Communication with Families](#)  
[6.9 Childhood Immunisation](#)  
[7.1 Nominated Supervisor](#)  
[7.2 Determining the Responsible Person](#)  
[7.4 Leading Compliance and Quality Assurance](#)  
[7.5 Governance and Management](#)  
[7.13 Workplace Health and Safety](#)

Policy 2.1 Providing a Child Safe Environment				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.1-2024/1 - Combined previous policies 2.2, 8.1, 10.6 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.2 Supervision and Educator Ratios

### Policy Statement

Southport State School OSHC will maintain its compliance with the *Education and Care Services National Laws and Regulations* in its operations and service delivery. In setting the roster for educators, Southport State School OSHC will ensure ratios are maintained through sound planning, a commitment to quality and contingency planning for unexpected circumstances.

Additionally, in selecting ratios for special activities consideration will be given to the nature of activities undertaken, the ages and abilities of the children and any special needs that the children may have as well as the ongoing obligation to ensure effective supervision.

The safety of children is also upheld with effective supervision. It is a fundamental practice to ensure the safety and support of children while they attend Southport State School OSHC. It is paramount all educators take a proactive approach to ensure the adequate and appropriate observation of children whilst participating in Southport State School OSHC's program. Knowing and accounting for, the activity and whereabouts of each child in care and the proximity of educators to children at all times to ensure the immediate intervention of educators to safeguard a child from risk of harm is the expectation for all educators and Southport State School OSHC to uphold the commitment to effective supervision.

#### Definitions

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

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure practices and budgets reflect quality care and sufficient staffing arrangement to cater for the needs of children.</li><li>• Establish and ensure effective practices and expectation to support the supervision of children.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Develop rosters and staffing plans to ensure regulations are maintained at all times.</li><li>• Staffing arrangement reflect contingency planning to ensure ratios are consistent with Regulations and risk-assessments</li><li>• Lead the risk assessment planning to identify suitable staffing ratios for high-risk activities.</li><li>• Monitor and support the practices and capacity of educators to adequately supervise children.</li><li>• Ensure educators have been adequately instructed, trained and supervised to meet the needs of children.</li><li>• Support the response to incidents and children's behaviour, including debriefing and supporting the ongoing learning of the supervising skills of educators</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Will support the development of rostering through effective communication of absences and unavailability.</li><li>• Implement Southport State School OSHC's recommended skills and practices to meet the requirements of the supervision expectations.</li><li>• Communicate concerns to the Nominated Supervisor, Responsible Person, or another relevant delegate.</li></ul>

### Procedures



## Supervision of Children

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Southport State School OSHC is committed to ensuring the effective supervision, safety and wellbeing of children and educators through the following:

- Rostering practices that ensure:
  - there will be at least two educators at all times on the premises whilst children are in care, one of who will be a delegated responsible person for Southport State School OSHC,
  - Educators counted in the ratios are directly working with children.
- When planning activities and the necessary supervision requirements, the coordinator/responsible person in charge will ensure consideration is given to the design and arrangement of the indoor and outdoor environment to ensure it supports active supervision by educators.

Supervision is provided by Southport State School OSHC educators during the service operating hours and once children are signed into the program. If children are signed out of the program and remain on the premises,

the parent/guardian is responsible for them however, if the child is observed displaying inappropriate behaviour an educator may still apply Southport State School OSHC behaviour management guidelines.

Educators will be required to do regular head counts and use OSHC group chat messenger app when supervising activities outside or away from the Southport State School OSHC indoor area. A head count will occur when all children return to the OSHC room. Where there is a discrepancy or incident with a child's whereabouts the procedures outlined in the [Arrivals and Departures of Children](#) and/or [Incident, Illness, Injury or Trauma](#) Policies will be followed.

Educators will use OSHC group chat messenger app to report and respond to all movements of children. Children's movements will be supervised by educators at all times. Personal mobile phones are only to be used by educators when communicating with other OSHC staff members.

### **Escorting children to/from school - Preps and year one**

All Prep and Year One children will be escorted from before school care to their relevant classroom by an educator at 8:55am

An assigned educator will collect the Prep and Year One children from their respective classrooms at 2:50pm each day for after school care and walk with them to the OSHC building where they will be signed in by the appropriate Educator

### **Supervision of play areas**

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

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

Children who would like to leave their current area and go to a new one, must inform an educator in that area BEFORE moving to the new area. The educator will use the OSHC group chat messenger app to inform other educators which child/ren will be moving to their area. All communications must be acknowledged.

### **Supervision of Children's Toileting**

All children will be actively supervised whilst accessing the toilet facilities. The design of the school site and OSHC building allows reasonable visual supervision of the toilet block, however the entrance to the boys' toilets is not directly visible from the OSHC building.

Children will be required to inform an educator when they need to access the toilet. Educators will endeavour to increase supervision by escorting children to the toilet area, where possible. At all times children will go to the toilet in at least pairs. Educators shall use service OSHC group chat messenger app to monitor children accessing the toilets.

Children using the oval and requiring the toilet, will seek permission from an educator who will communicate in the OSHC group chat to inform educators in the OSHC room which child/ren will be coming up to use the bathrooms. The OSHC room educator will acknowledge and actively watch for the child/ren and use the OSHC group chat to inform the oval educators when the child/ren will be returning. All communications must be acknowledged.

## Educator Ratio Requirements

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In setting educator to child ratios, management will be guided by the Education and Care Services National Regulations 2011, which set out the following:

- A maximum of 15 school-age children to 1 educator (Regulation 123 (1)(d));
- Educators must be working directly with children to be included in the ratios (Regulation 13 & 122); and
- At least one educator, with first aid qualifications, anaphylaxis management training, and emergency asthma management training will be in attendance and immediately available in an emergency (Regulation 136).

Children who may require additional support, assistance or attention are considered. This may include extra educators in accordance with funding and support arrangements for that child.

## Composition of Qualified Staff

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Minimum qualification requirements must be applied when calculating ratios (Regulation 299)

- One person with a 2-year qualification (Diploma level) will be present at all times that education and care is being provided. During vacation care, the 2-year qualified person needs to be present for a minimum of 7 hours and 15 minutes.
- Thereafter, for every 30 children in attendance, one educator with a 1-year qualification (Certificate III level) will be present.
- Aside from the above, educators in ratio under 18 years of age must be working towards an approved qualification

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

## Volunteers

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Volunteer workers may be counted towards the educator to child ratios for Southport State School OSHC provided the qualification requirements are met. Volunteers under the age of 18 must be fully supervised. Risk assessments will be conducted, as necessary when utilising volunteers.

## Excursions and Special Activities

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For excursions or activities that pose an additional risk, educator to child ratios will be determined once a full risk assessment of the activity has been conducted. When setting ratios consideration will be given to the level of risk and hazards identified, the nature of the activities, transportation, and any other relevant matters (Regulation 101(f)).

## Educator Guidance and Training

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Educators will be provided with regular and consistent information and instruction regarding the following effective supervision skills:

- Scanning – regularly looking around (and beyond the immediate area) to observe all the children in the vicinity,
- Positioning and Proximity – being strategically positioned in order to best observe and/or interact with children,
- Listening – assists in using additional sensory skills to respond to signals children may require added support or attention,
- Diligence and engagement – being aware of children, their traits, moods, and characteristics to anticipate and promptly respond to children's needs, skills and capabilities; and
- Coordination and teamwork - communicating with others to align supervision activities.

Starting from orientation and induction and ongoing through regular team meetings and conversations, educators will be given guidance and instruction regarding effective supervision of all children participating in their area/activity (including but not limited to):

- when setting up the environment and/or activities,
- the use of various staff communication methods (e.g., use of OSHC group chat messenger app),
- being made aware of the procedures for:
  - children accessing the toilet,
  - children's individual health and or medical needs and any relevant emergency management plans,
  - any identified hazards and/or risks to children and the control measures in place.
- being made aware of the children in care, the group dynamics and behaviour strategies that may be useful, and
- being made aware of any children in care with special/additional needs.

All educators will be advised of the expectation that the Nominated Supervisor will be made aware of children involved in any incidents who may require further support, consistent with policy [2.4 Incident, Illness, Injury or Trauma](#)

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.165 Offence to inadequately supervise children
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.13 Meaning of working directly with children
  - R.122 Educators must be working directly with children to be included in ratios
  - R.123 Educator to child ratios—centre-based services
  - R.136 First aid qualifications
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.299 General qualification requirements for educators—children over preschool age
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA7 – Leadership and Management.

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[4.3 Volunteers and Students](#)

[4.4 Code of Conduct](#)

[7.1 Nominated Supervisor](#)

[7.4 Leading Compliance and Quality Assurance](#)

Policy 2.2 Supervision and Educator Ratios				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.2-2024/1	23.07.2024	13.08.2024	13.08.2024	July 2024

- Combined previous policies 2.3, 2.4 2.13, 2.12, 8.1				
- Updated format and procedures				

## 2.3 Safe Arrivals and Departures of Children

### Policy Statement

Southport State School OSHC recognises the critical nature of transition times – especially the routines around arrivals and departures of children - as a key aspect of safety and protection. We are committed to implementing comprehensive practices that ensure every child's safety, security, and wellbeing is maintained by Southport State School OSHC. The purpose of this policy is to set out the specific practice to ensure children's travel is safe, organised, and coordinated, especially when transitioning and moving between classrooms (school) and OSHC.

This policy serves as a framework for staff, parents, and authorised nominees to foster collaboration and clear communication. It encompasses the procedures for—

- Communicating children's anticipated attendance,
- Accurately recording children's attendance (signing in and out),
- Verifying the identity of persons collecting children,
- Managing individual arrivals and departures (extra-curricular activities etc), and
- Managing incidents or emergencies relating to children's movements or whereabouts.

Our procedures and practices to ensure the safe arrival and departures of children are meticulously developed via a risk-assessment approach to establish clear guidelines, responsibilities, and protocols to manage transition periods effectively, minimising the risk of any child—

- being unaccounted for,
- left unsupervised, or
- collected by an unauthorised person.

Southport State School OSHC is structured to meet the needs of families, allowing for children to arrive or be collected from OSHC anytime within the relevant sessions of care for which they are booked—

Before School Care	<b>6:30am – 9:00am</b>	After School Care	<b>2:45pm – 6:00pm</b>
Vacation Care	<b>6:30am – 6:00pm</b>	Pupil Free Days	<b>6:30am – 6:00pm</b>

Due to the nature of the transition between settings (from a school environment), of particular importance, is children's movement between classrooms and an After School Care (ASC) session. Southport State School OSHC has designed procedures to minimise barriers for communication, so parents can efficiently communicate absence. Understanding which children are expected to attend prior to an ASC session maximises the resources of Southport State School OSHC to provide education and care.

### Incident Management

Where unexpected events or incidents occur, Southport State School OSHC will have plans and procedures in place to respond in a timely and collaborative manner, upholding the paramount principle of the safety of children.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Will ensure employees are provided with procedures that will support Southport State School OSHC to account for care and respond to children's attendance, collection and departure.</li><li>• Ensure relevant notifications are provided to the Regulatory Authority, as relevant.</li></ul>
Nominated Supervisor/Responsible Person in Charge	<ul style="list-style-type: none"><li>• Will be responsible to ensure children are accounted for, collected and depart as parents have expressed in writing or in response to an emergency.</li><li>• Ensure records are maintained that documents the details and persons dropping off and collecting children</li></ul>

	<ul style="list-style-type: none"> <li>• Will collaborate with the school community to respond to children who are not accounted for in a timely manner.</li> <li>• Will respond and lead critical incidents, liaising with police as required.</li> </ul>
All Staff	<ul style="list-style-type: none"> <li>• Will provide quality supervision and support to children, responding to needs to ensure children feel secure to remain in attendance at Southport State School OSHC.</li> <li>• Respond to critical incidents in a timely manner, providing clear and concise information to the Nominated Supervisor for response and management.</li> </ul>

## Key Tasks and Responsibilities

Risk Assessment and Developing Procedures	The Southport State School P&C Association is responsible for ensuring a risk assessment has been carried out to ensure the safe travel of children to and from Southport State School OSHC (to school). The Nominated Supervisor is responsible for supervising the effectiveness of the risk assessment and corresponding procedures.
Supervising Arrivals and Departures	The Nominated Supervisor or Responsible Person will lead the procedure for ensuring all children have presented or departed as planned and will phone parents to confirm absences or initiate emergency procedures.
Signing Children in	Educators asked to support the arrival procedures will greet children as they enter Southport State School OSHC (or collect them from classrooms), marking their arrival.

## Procedures

### Administration of Attendance Records

OSHC uses its child care software (Qikkids) and iPads to record children's attendance ([Regulation 158](#)) and manage bookings. Parents and/or the person collecting or delivering the child to OSHC must complete the sign-in or out procedures.

### Children attending Extra-curricular activities

Parents/guardians are responsible for informing Southport State School OSHC of any extra-curricular activities that their child/ren may be involved in whilst enrolled and booked to attend Southport State School OSHC. An *Extra-curricular Activity Permission* form must be completed and returned to Southport State School OSHC prior to any child being able to leave Southport State School OSHC to attend an extra-curricular activity.

The Nominated Supervisor (or delegate) shall discuss with the parent/guardian the impact that this may have on Southport State School OSHC. Discussions will include whether the child will be signed out of care by Southport State School OSHC or the activity provider and/or details of the child's return to the service when the activity is finished.

Children will be required to be independent in transitioning to any extra-curricular activity or be signed-out by the activity provider.

### Notifying Absences

#### Before School Care and Vacation Care

Parents can notify of absences via Qikkids app. Children who do not present for BSC and VC are presumed absent for the session, as they will be travelling to Southport State School OSHC from a home setting rather than school (or other service) and the parent is responsible for the child's arrival.

#### After School Care

Parents are required to notify Southport State School OSHC of any ASC absences prior to the start of the session. Refer [6.3 Bookings and Cancellations Policy](#) for details surrounding notifications for absences.

Children who are absent from school are presumed absent for the After School Care session, as they will be travelling to Southport State School OSHC from a home setting rather than school and the parent is responsible for the child's arrival. School absent list is collected prior, and educator will mark the child absent (if parent has not done already via the Qikkids app).

Due to the administrative burden and to promote parents to notify Southport State School OSHC of absences, parents may be charged a non-notification fee where confirmation of a child's absence is sought by Southport State School OSHC (see [7.10 Fees and Statements Policy](#))

Should a child not arrive as expected, Southport State School OSHC will follow the procedures set out below to confirm a child's whereabouts. Parents (or other authorised nominee) will be contacted to confirm the absence. Where whereabouts cannot be established, police will be notified.

***Arrival and Accountability Flowchart*** provides illustration of these procedures and decision-making

## Children's Arrivals

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### **Before School Care and Vacation Care**

1. All children are to be signed in by parent, authorised nominee or relevant person.
2. All children not signed in at the end of the session will be marked as absent.

### **Collection and Sign-in - After School Care**

1. An assigned educator will collect the Prep and Year One children from their respective classrooms at 2:50pm each day.
2. Prep and Year One children will be walked to the OSHC building where they will be signed in by the appropriate Educator.
3. The Year 2 – 6 children are signed in via a designated Educator who uses Qikkids Kiosk as they walk through the door into Southport State School OSHC.
4. Children will put away their bags in the allocated area, wash their hands and transition to the tables for afternoon tea

### **Confirming Whereabouts**

1. At approx. 3:15pm it is expected all children have arrived at OSHC. Any child who has not arrived by 3:15pm will be accounted for by contacting relevant people to confirm location and/or absence.
2. The educators signing in children is responsible for confirming the whereabouts of children that have not arrived. The delegated person will always be supported by the Nominated Supervisor.
3. The first step in locating a child is to call the school office to confirm children who may have been absent from school (due to illness etc.).
4. The priority is then to confirm the children who would be expected to be attending by calling parents and/or emergency contacts. In the case of the school office confirming a child's absence from school, this will be confirmed as non-attending by contacting a parent or person named in the enrolment form.
5. Correspondence with families will always be respectful. The educator may provide a gentle reminder to notify Southport State School OSHC when the confirmation phone call is made. The Nominated Supervisor will, if necessary, communicate persistent non-notification issues with the parent in a different forum.
6. Where a child's location cannot be confirmed, the following actions will be taken to locate the child and expected attendance by
  - a. checking immediate proximity,
  - b. communicating with the school office, and
  - c. phoning all parents/emergency contacts.
7. Where a child cannot be located after reasonable effort to identify their whereabouts and where parents/emergency contact cannot be contacted the Police will be notified.



## Children's Departures

### **Requirements for children leaving the service (Regulation 99)**

The child may only leave the relevant premises if the child:

- is given into the care of—
  - a parent of the child\*; or
  - an authorised nominee named in the child's enrolment record; or
  - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
- leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- is taken on an (approved) excursion, as outlined by policy
- is given into the care of a person or taken outside the premises—
  - because the child requires medical, hospital or ambulance care or treatment; or
  - because of another emergency.

*\*Please note: a parent does not include a parent who is **prohibited by a court order** from having contact with the child.*

### **Before School Care**

1. Children who participate in sport or music programs within the school and where a parent has signed a permission for early release (recorded in the enrolment form/file), may be signed out early as the written parent permission indicates.
2. The responsible person will sign children out at 8:45am
3. All Prep and year one children will be transitioned to their relevant classroom by an educator at 8:55am.

### **After School Care and Vacation Care**

1. Southport State School OSHC will have a representative positioned in close proximity to the sign-in/out area to supervise children's collection and will radio other educators to help families collecting children.
2. All authorised nominees and parents sign children out via the equipment located in front of the OSHC office. All visitors and authorised nominees are requested to report directly to the OSHC office when collecting children.
3. All persons signing a child out must be registered with signed authority to collect the child (except in an emergency):
  - parent (unless parent is prohibited by a court order),
  - authorised nominee (as recorded on enrolment form), or
  - where the parent has provided written authorisation and the departure is in accordance with the parent authorisation
4. Where Southport State School OSHC is not familiar with the person collecting the child, the responsible person supervising collection will request the person to evidence their identity (i.e. drivers licence). This information will be checked against enrolment records or other relevant authorisations.
5. A child will only be permitted to be collected where the authority permits. Where authorisation cannot be established, parents will be called immediately.
6. Written authority (e.g., an email) is required for authorisation to collect a child unless the circumstance is an emergency.

## Children with Self-care or Sibling Care Arrangements

Southport State School OSHC recognises that families may use their discretion in determining the capacity of their own children to enter into self-care arrangements where their child/ren travels home or to another activity on their own or with an older sibling.

Southport State School OSHC has developed a resource to support this correspondence and decision-making [Self-Care/Sibling Care Arrangement Information](#) regarding children, siblings and self-care arrangements and ask that families use this information as a basis for determining the capacity of their child/ren to be left in self-care arrangements.



Southport State School OSHC will require that parents provide the following information along with the consent to depart notification:

1. The date/s and times of departure,
2. The child's destination,
3. Expected length of journey to destination (time and distance),
4. Mode of transport i.e. on foot or bicycle; and
5. Name and date of birth of older sibling collecting the child (if applicable).

The child will be signed out by an educator upon leaving the premises and the parent will be offered the opportunity to be notified (by phone, text or email) that the child has left. This arrangement will be negotiated by the needs of families and will additionally reflect the duty of care upheld by Southport State School OSHC.

Southport State School OSHC acknowledges that families may use their discretion in determining the capacity of their own children to enter into self-care arrangements and will communicate with parents and authorised nominees (where relevant) if there are concerns regarding the safety and protection of children departing from Southport State School OSHC in this manner.

The Nominated Supervisor (or alternative delegate) will not allow the departure of a child if there is a reasonable concern about the safety of wellbeing of the child in doing so.

The Queensland Criminal Code 1899 (Section 364A) states:

- A person who, having the lawful care or charge of a child under 12 years, leaves the child for an unreasonable time without making reasonable provision for the supervision and care of the child during that time commits a misdemeanour.
- Whether the time is unreasonable depends on all the relevant circumstances.

## Departures due to Emergency (Regulation 99(4)(d))

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A child may leave the premises where they have been given into care of a person because:

- the child requires medical, hospital or ambulance care or treatment, or
- another emergency

Where the departure relates to an emergency, a record of the departure will be recorded in an incident report (or other relevant evidence) by the Responsible Person, documenting the details of the emergency. Notification to the Regulatory Authority will also be required (refer policies [2.4 Incident, Illness, Injury or Trauma](#) and [7.7 Managing Notifications](#))

## Authorised Nominees

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All authorised persons collecting children must be listed in the enrolment form or otherwise have written authorisation (where the collection is not related to an emergency). Evidence of the identity of the person collecting a child may be requested by Southport State School OSHC, where the person is not known.

1. Where staff are unsure of the authorisation, they are to contact the parent/guardian to seek clarification and advice. Notwithstanding any verbal direction, unless an emergency, the parent (or authorised nominee) must provide written advice before the child can leave Southport State School OSHC.
2. All relevant authorisations are to be kept in the enrolment record and any updates attached to this documentation (Regulations 161).

Written authority (e.g. an email) is required for authorisation to collect a child unless an emergency.

3. If parent/s are not contactable, contact an authorised nominee (if enrolment permission allows) to seek advice and authority to release the child (written authority required).
4. If parent (or relevant authorised nominee) does not provide written authority, inform the unauthorised person that the centre cannot release the child – children may **only** leave the centre in accordance with procedures contained within this policy.

## Late Collection

Nominated supervisor/Responsible Person will contact parents if child has not been collected by 6:00pm. Parents are to advise Southport State School OSHC, preferably via phone, where unforeseen events have occurred and anticipate they will be unable to collect a child until after closing time.

A late fee charge will be added to the account in circumstances where a child is collected late (see [7.10 Fees and Statements Policy](#))

In the event a child has not being collected a half-hour after closing time (6:30pm) **and** there is no response from a parent, authorised nominee or emergency contact, advice will be sought from the police and an incident report completed ([2.4 Incident, Illness, Injury or Trauma](#) and [7.7 Managing Notifications](#)).

## Incident Management – Children’s Arrivals and Departures

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### **Children who arrive without a booking**

#### *A child(ren) is known to the service:*

1. Where a child(ren) presents to Southport State School OSHC without a booking and is known to Educators (i.e. enrolled), Southport State School OSHC will contact the parent/s in the first instance and inform/resolve the absence of care and supervision.
2. At no time is a Southport State School OSHC employee to send a child away in instances where the whereabouts of the parent/caregiver is unknown, and a child is seeking assistance.
3. When contact is made with a parent and there has been confusion about attendance and if it is possible to include a child (being mindful of ratios and capacity) and at the parent's request, then the child may be signed in and participate in Southport State School OSHC's program.

#### *A child(ren) is not known to the service:*

1. Where a child(ren) is not known to Southport State School OSHC, the Nominated Supervisor or Responsible Person will make communication with the school.
2. Where the school cannot be contacted, Southport State School OSHC will then attempt to contact the parent/caregiver directly, if possible.
3. Where the school office is unattended or parents uncontactable, the child will be asked to sit in the OSHC office. Southport State School OSHC will ensure the child(ren) are safe, secure and comfortable but are not participating in the activities or program of Southport State School OSHC.

#### *Parents/caregivers are unable to be contacted:*

1. Where no contact can be made with a parent/caregiver in a reasonable time, then Southport State School OSHC must call the police for support and guidance.
2. Southport State School OSHC will complete an incident report and communicate details with the school for additional management.

### **Child Leaving without Permission**

1. If a child leaves Southport State School OSHC without permission or without the authority described above (including being collected by an unauthorised person), the Nominated Supervisor or Responsible Person will assess the situation immediately and consider the appropriate response.
2. Educators will not leave Southport State School OSHC to follow a child if:
  - It will or may leave the other children in the centre with insufficient supervision.
  - It may increase the risks and hazards by escalating the circumstance.
  - It will or may expose that staff member to an unacceptable risk of personal harm
3. Where both possible and practical, educators will continue to supervise the child and encourage their return.
4. Should a child be unresponsive to prompts or the situation is dangerous, either the police or parents will be called (or both).
5. Should there be concerns, the child may continue to leave without permission, a parent will be called to collect the child.
6. In circumstances where the child has been collected, the enrolment will be suspended until appropriate planning has occurred and Southport State School OSHC is satisfied with their capacity to safely care for the child.
7. The incident will be documented and notified as per policy [2.4 Incidents, Illness, Injury or Trauma](#).
8. Following the incident, Consultation with parents, the Southport State School P&C Association and Nominated Supervisor will direct the plan of action moving forward. Temporary suspension from Southport State School OSHC may be considered where there is a risk to safety.

## Child Leaving in an Unauthorised Manner

1. If a child leaves Southport State School OSHC in a manner that is inconsistent with the authority provided (including being collected by an unauthorised person), any staff becoming aware will immediately report the circumstance to the Nominated Supervisor or Responsible Person.
2. The Nominated Supervisor or Responsible Person will assess the situation and will call—
  - a. The police (000) - should there be a concern of immediate danger, and/or
  - b. A parent.
3. Where both possible and practical, relevant details such as descriptions of any person collecting the child and/or their vehicle will be noted.
4. The incident will be documented and notified as per policy [2.4 Incidents, Illness, Injury or Trauma](#).

The Southport State School P&C Association will be advised immediately upon calling the Police and the Regulatory Authority will be notified as per the procedures outlined in [7.7 Managing Notifications](#)

## Children Unaccounted for During the Program

In the event that a child is unaccounted for during the operating hours of the program, the Nominated Supervisor will be notified immediately by the educator as soon as the disappearance is discovered or identified.

- Educators will communicate via OSHC group chat messenger app to confirm location or sighting.
- Should the child continue to be unaccounted for, children will be assembled for a roll call which may include implementing a lockdown procedure.
- The Nominated Supervisor will delegate a suitable educator to undertake a rapid and comprehensive search of Southport State School OSHC's premises to locate the child.
- In the event that the child is still not located, and there is an immediate concern for the child's safety,
  - the police (000) will be called.
  - Alternatively, the child's parent will be contacted.

The incident will be documented and notified as per policy [2.4 Incidents, Illness, Injury or Trauma](#).

**An incident report** will be completed and will include information such as:

1. Date, time and location of the child when they were last accounted for,
2. Details of the supervising educator, and the circumstances surrounding their disappearance, inc. how many educator's vs children were in the space and where the educators were located
3. Details of actions instigated to locate the child,
4. What the child was wearing and any distinguishing features; and
5. Time parent/guardians and other agencies were contacted.

The Approved Provider will be advised immediately upon calling the Police and the Regulatory Authority will be notified as per the procedures outlined in policy [7.7 Managing Notifications](#)

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.12 Meaning of serious incident
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.99 Children leaving the education and care service premises
  - R.158 Children's attendance record to be kept by approved provider
  - R.161 Authorisations to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed

- R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children’s health and safety
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

#### **Additional Regulatory Context and Guidance**

- Child Protection Act 1999 (Qld)
- Queensland Criminal Code 1899
- Department of Education - [Child Care Provider Handbook](#)

## Related policies and procedures

[2.1 Providing a Child Safe Environment](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[6.3 Bookings and Cancellations](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.7 Managing Notifications](#)

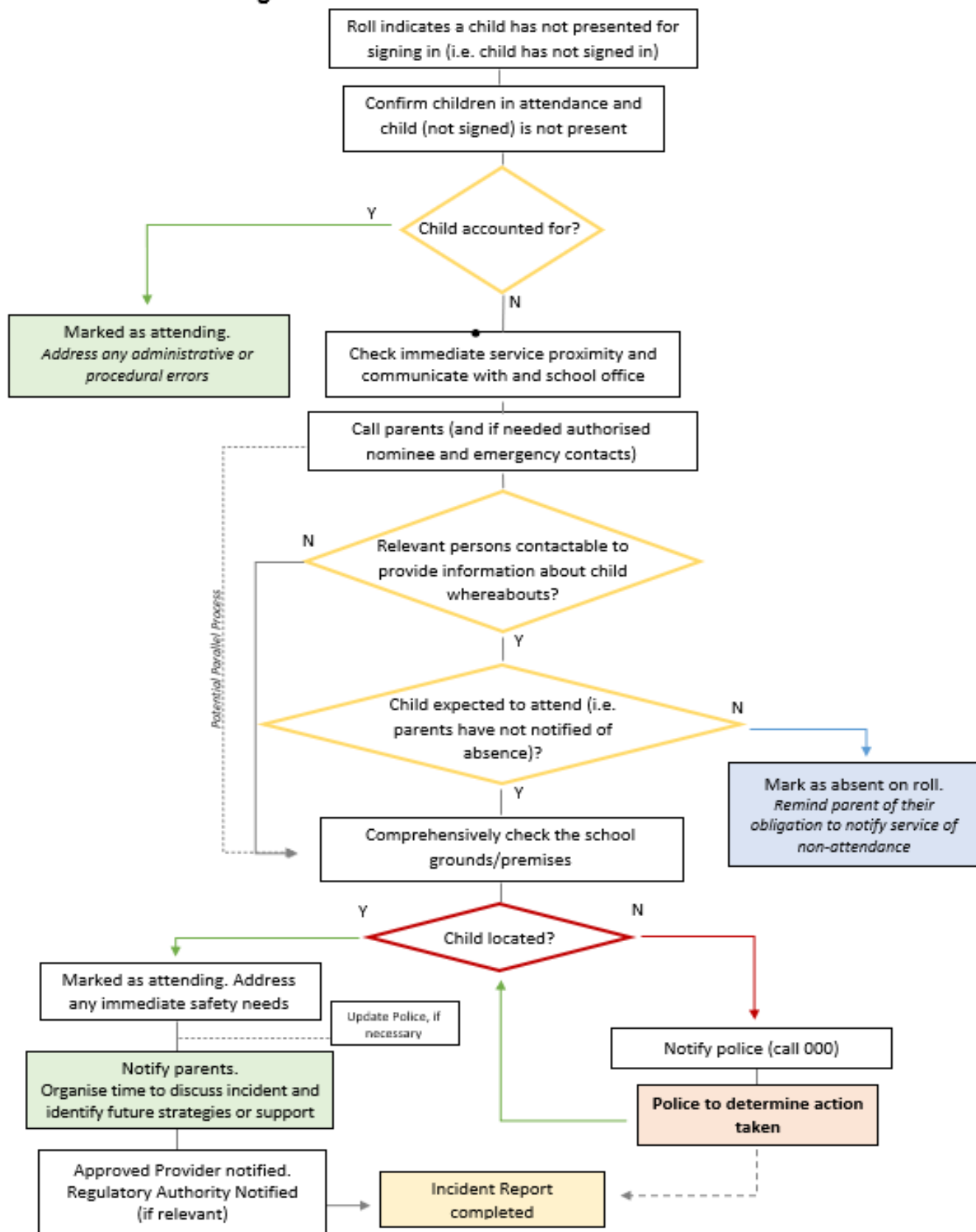
## Appendices and Forms

[2.3.1 Arrival and Accountability Flowchart](#)

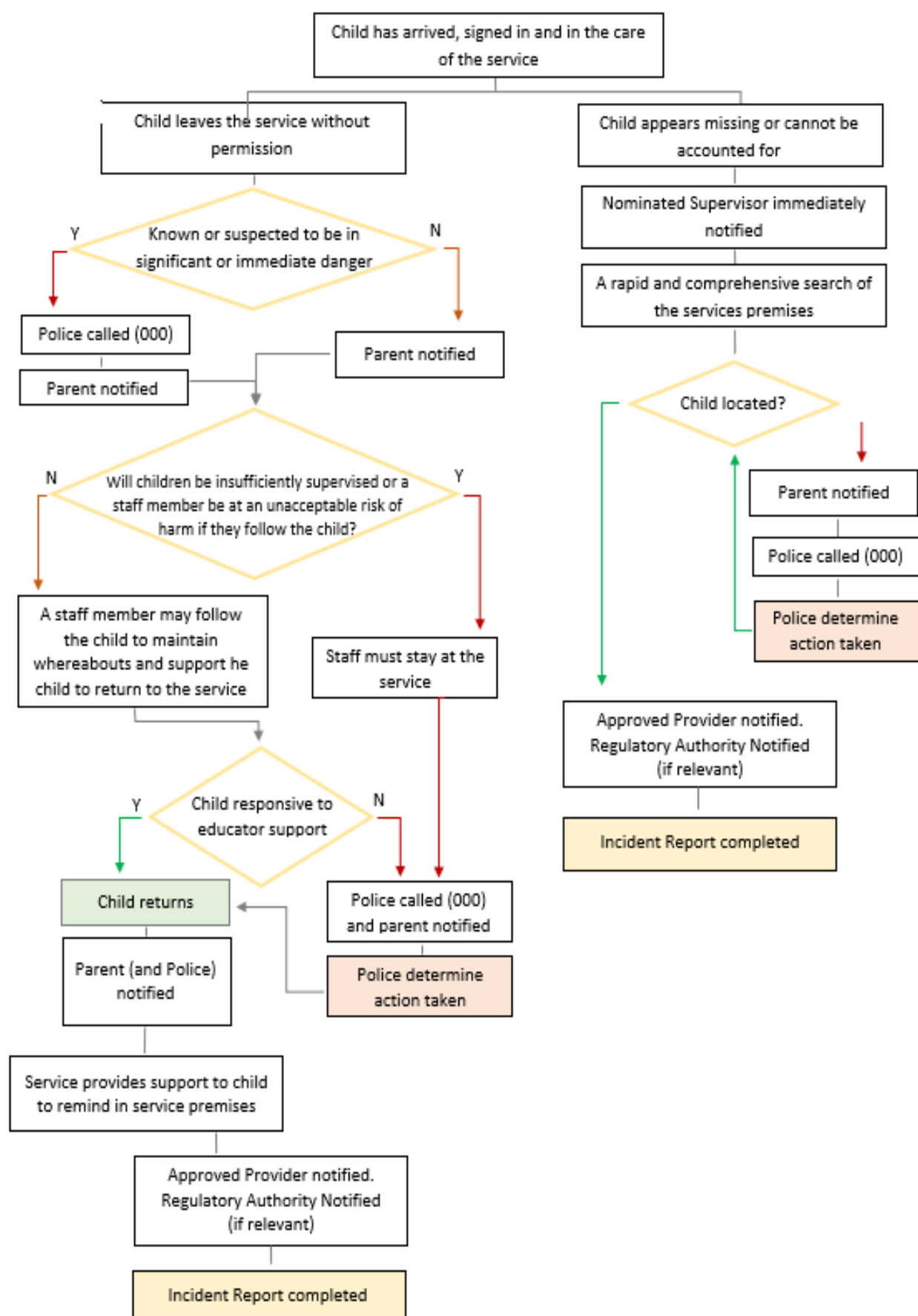
Policy 2.3 Arrivals and Departures				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.3-2024/1 - Combined previous policies 2.4, 2.9 2.15, 9.4 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

# Arrival and Accountability Flowchart

## ASC – Non-Arriving Child



## Child Unaccounted For or Leaving without Permission





## 2.4 Incident, Illness, Injury or Trauma

### Policy Statement

The purpose of this policy is to ensure the health, safety, and welfare of all children, staff, and visitors at Southport State School OSHC. The policy outlines the procedures for managing incidents, illnesses, injuries, and trauma events effectively and swiftly to ensure the wellbeing of all individuals involved. Notwithstanding Southport State School OSHC's efforts to proactively prevent injuries or trauma occurring however, where it occurs, Southport State School OSHC will take action to minimise the impact of injuries, illnesses and trauma.

The Nominated Supervisor will typically lead the response to any significant events, in their absence the Responsible Person will take charge. All appropriately qualified educators will support in the initial response to any incidents occurring at Southport State School OSHC. All other educators will provide support within their training and capacity, raising the alarm for additional help.

Southport State School OSHC recognises that parents must be informed of all significant and serious matters impacting their children. Records that are created to document incidents and events will be accurate and concise. These documents and all relevant information will be provided to parents in timely manner.

#### Definitions

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

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

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

**Illness** - any serious illness that the child attended, or ought reasonably to have attended, a hospital (e.g. severe asthma attack, seizure or anaphylaxis reaction).

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

**Major incident:** Any incident that we report to the regulatory authority, including head injuries, trauma, or incidents where emergency services may attend.

#### Definition of Serious Incident

**Serious Incidents** (as defined in National Regulation 12), includes the follow occurrences:

- the death of a child
  - while that child is being educated and cared for by an education and care service; or
  - following an incident occurring while that child was being educated and cared for by an education and care service.
- any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service
  - which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
  - for which the child attended, or ought reasonably to have attended, a hospital; Example— A broken limb.
  - any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital; Example— Severe asthma attack, seizure or anaphylaxis reaction.
- any emergency for which emergency services attended (This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person/s at an education and care service. It does not mean an incident where emergency services attended as a precaution<sup>1</sup>.);
- any circumstance where a child being educated and cared for by an education and care service

- appears to be missing or cannot be accounted for; or
- appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or
- is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

In addition to ensuring a suitable response to managing critical events, Southport State School OSHC has a duty to notify any Serious Incidents to parents and the Regulatory Authority. Southport State School OSHC will follow the procedures outlined in [7.7 Managing Notifications](#) for reporting Serious Incidents.

## Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"> <li>• Will ensure all significant events (incident, illness, injury or trauma) occurring at Southport State School OSHC are responded to with timeliness and responsiveness.</li> <li>• Ensure all responses are compliant with relevant regulations or legislation.</li> <li>• Staff are equipped with knowledge and training to fulfil their duties.</li> </ul>
Nominated Supervisor	<ul style="list-style-type: none"> <li>• To lead the response to any significant events occurring at Southport State School OSHC.</li> <li>• To provide timely notification to parents and the Southport State School P&amp;C Association and no more than 24 hours after the events.</li> <li>• Provide instruction to staff and volunteers on incident, illness, injury and trauma management.</li> <li>• Ensure record of events are recorded as soon as practicable and at least written in less than 24 hours after the event.</li> <li>• Ensure records are maintained and stored according to Southport State School OSHC procedures.</li> </ul>
All Staff	<ul style="list-style-type: none"> <li>• To provide immediate care and support to any significant event.</li> <li>• Accurately record events in a timely manner and inform the Nominated Supervisor of any significant issues as soon as practicable.</li> </ul>

## Key Tasks and Responsibilities

Planning Procedures	The Southport State School P&C Association will coordinate with the Nominated Supervisor to ensure appropriate plans and resources are established to respond to relevant incidents. This includes induction practices to ensure educators are aware of responsibilities.
Leading Response	The Nominated Supervisor or Responsible Person will take charge in leading the response and management of incidents. They are supported by educators, especially first aid qualified, in caring for children and calling for emergency services.
Documenting Incidents	The person taking the primary role in managing the incident will be responsible for writing the incident report. However, they may be supported by educators who were witness to the events.
Notifications	The Nominated Supervisor or Responsible Person will communicate the incident with parents, and if needed, the Regulatory Authority and Southport State School P&C Association

## Procedures

### Managing and Responding to Critical Events

At all times there are educators present at Southport State School OSHC that hold Senior First Aid qualifications including CPR, asthma and anaphylaxis training. Should an accident or sudden illness occur educators will immediately commence first aid and a parent will be contacted to collect the child or in emergency situations advised of the plan of action regarding further medical treatment



The Nominated Supervisor (or Responsible Person) will lead the response to any critical events to ensure the safety and wellbeing of children attending Southport State School OSHC. The management of emergency or critical situations will adopt the following principles:

- Staff providing comfort and reassurance to the child,
- Actively seeking the assistance of a first aid qualified educator,
- All first aid qualified educators administering care within the bounds of their training,
- Ensure all other children are appropriately supervised, actioning an emergency evacuation or lock-down, if required,
- Uphold the dignity and comfort of children, removing them to quiet or private areas of Southport State School OSHC (as needed),
- Providing timely information and notification to parents/guardians as so far as practicable; and
- Ensure the child(ren) is/are actively monitored and supervised with the intention to escalate the response, if needed (i.e. additional emergency support).

If a critical incident occurs parents are unable to accompany their child to the hospital, the Nominated Supervisor, or qualified educator who administered the first aid, will accompany the child provided that they leave at least one educator who is qualified in first aid at Southport State School OSHC and that educator ratios are still met.

### **Injury Responses and Management (i.e. First Aid and Medical Support)**

The first steps in responding to a child's physical injury or illness will be first aid. Qualified educators will respond with immediate treatment as outlined by their training. Notification to the Nominated Supervisor (via OSHC group chat messenger app etc.) will occur as soon as practicable.

As a guide the following steps will be taken, as necessary:

1. Staff will address any immediate dangers or hazards (to ensure no further injury/harm occurs).
2. Staff will address any life-threatening circumstances as a priority, communicating the need for support. A call to emergency services (000) should occur immediately if the situation is critical or serious.
3. Once and if in a stable condition, staff will seek to comfort and calm the child.
4. The Nominated Supervisor will be notified and dependent on circumstances will delegate an educator to call 000 (if not already actioned).
5. The Nominated Supervisor will attend the location and respond to circumstances accordingly
6. If possible, the parents will be contacted by the Nominated Supervisor or delegated educator to advise of events, seek any emergency authorisations and/or coordinate a plan of action.
7. Dependent on authorisations and circumstances, the following may occur:
  - Medication administered
  - Transportation to hospital
  - Parents collect the child for medical treatment
  - Relevant treatment outlined in medical action plan, or guided by training or emergency services
8. The child's condition will be continually monitored by a qualified educator, any changes to the health or condition of the child will be suitably escalated.
9. The child will continue to be monitored until appropriate medical care has arrived or until the parent's arrival (i.e. child's departure).

All Head injuries will be reported to the Nominated Supervisor or Responsible Person immediately then parent/guardian via phone, as soon as possible, notifying of the circumstances including:

- The treatment administered; and
- Whether the child has returned to normal activities as deemed appropriate by the coordinator or first aid qualified educator.

Actions for managing the response to an anaphylaxis, asthma or diabetic emergency can be found in [2.9 Medical Conditions in Children](#) Policy.

Once the circumstances have stabilised, the educator providing care will begin documenting the events.

### **Illness Response and Management**

Where a child presents or has been identified as suffering from an illness, the following actions will be taken:

1. Staff are to address any immediate hazards (containing solid/contaminated areas etc.) and notify the Responsible Person or Nominated Supervisor as soon as reasonably practicable.
2. Staff should attend to the child's needs and apply (or call for) first aid treatment, if relevant.
3. Where a child's illness relates to a medical condition, the relevant Medical Management Plan must be followed.
4. The child will be cared for in the OSHC office or other suitable space. Management actions should be consistent with policy [2.7 Infection Diseases](#) and limit the potential exposure to infection.
5. The Responsible Person/Nominated Supervisor will assess the child's illness and make contact with the parent (or where unavailable, emergency contacts) to discuss a plan for the immediate care and collection.
6. In the interim of being collected the child will be suitably comforted and monitored for change in symptoms or escalation of emergency response.
7. Where a child's illness is significant the Responsible Person/Nominated Supervisor will call 000 for an ambulance or relevant alternative medical treatment.
8. Where possible the details of the illness will be noted to support the completion of illness records.

Once the circumstances have stabilised, the educator providing care will begin documenting the events.

### **Trauma Response and Management**

Signs of trauma could include but are not limited to:

- Emotional distress or disassociation
- Sudden or significant changes in behaviour
- Physical injury
- Aggression or avoidance

Where a child/ren experiences a traumatic event while being educated and cared for the following steps will be taken:

1. Staff will seek to manage the immediate situation, addressing any presenting hazards.
2. Children will be offered emotional and social support suitable to the nature of the situation, with staff engaging in actively listening and emotional validation.
3. Staff should attend to any presenting immediate needs, including the awareness of child protection actions (see policies [2.14 Child Protection and Mandatory Reporting](#) or [7.18 Managing Concerns of Harmful Sexual Behaviours](#))
4. Depending on the circumstances, the child may be invited to a quiet area, such as the OSHC office, while escalation or immediate support is occurring.
5. The Responsible Person/Nominated Supervisor will be informed of the details as soon as reasonably practicable.
6. The parents (or where unavailable, emergency contacts) of the child will be called to be notified of the matter.
7. The Responsible Person/Nominated supervisor will be responsible for coordinating a suitable response, where relevant additional or emergency services response may be applicable and called upon.

Once the circumstances have stabilised, the educator providing care will begin documenting the events - see steps under Documenting an Incident, Illness, Injury or Trauma Event.

### **A Child Missing or Unaccounted For**

See [2.3 Arrivals and Departure of Children](#)

### **A Child Mistakenly Locked In or Out of the Service**

In an instance where a child has been mistakenly locked in or out of Southport State School OSHC, staff should look to immediately address the situation by opening the locked area. Staff should then:

1. Support the child's immediate wellbeing to ensure they are emotionally supported by the incident.
2. As soon as practicable, the Nominated Supervisor (or Responsible Person), should notify the parent of the event.
3. An incident report will be completed by the staff member initially responding, with support of the Nominated Supervisor.

4. The details of the incident will be reported to the Southport State School P&C Association as soon as practicable.
5. The Nominated Supervisor and Southport State School P&C Association will coordinate the preparation and submission of the notification, following the steps outlined in [7.7 Managing Notifications](#)
6. Following the submission of the notification, the Southport State School P&C Association will coordinate an appropriate investigation into the circumstances of the incident, outlining steps of improvement to mitigate future occurrences.
7. The Southport State School P&C Association and Nominated Supervisor will collaborate any necessary additional response as determined by the Regulatory Authority.

### **Death of a Child**

Should the death of a child occur while being cared for or as the result of an incident while being cared for, then staff members should:

1. Immediately call emergency services.
2. Evacuate children to the appropriate area (evacuation or lockdown, depending on circumstance).
3. As soon as practicable, the Nominated Supervisor (or Responsible Person), should notify the parent of the event.

Becoming aware a child has died as the result of an incident while being cared for by the service:

4. An incident report will be completed by the staff member initially responding and any witnesses, with support of the Nominated Supervisor.
5. The details of the incident will be immediately reported to the Southport State School P&C Association.
6. The Southport State School P&C Association will lead the coordination of reporting, including correspondence with the Regulatory Authority, parents, and police.
7. The Nominated Supervisor and Southport State School P&C Association will coordinate the preparation and submission of the notification, following the steps outlined in [7.7 Managing Notifications](#)

### **Accepting Children from School (ASC) or on Arrival at Sign In (BSC/VAC)**

If a child needs assistance to enter Southport State School OSHC, e.g., they are having trouble walking, they will be referred to the school for them to continue treatment of the child. In this instance the parent will be notified by Southport State School OSHC that the child has not been signed in and is in the care of the school. In addition, the parent will not be charged for the child for the afternoon.

### **On arrival at sign in (BSC/VAC)**

If a parent brings a child into Southport State School OSHC for a before school care session or a vacation care day and the child needs assistance to enter Southport State School OSHC, e.g., they are having trouble walking, the parent will be advised that the child is unable to attend Southport State School OSHC at this time.

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

### **Other Circumstances and Actions**

1. Where circumstances arise that do not have specific procedures set out to follow, educators must use professional judgement to actively protect the safety and wellbeing of children as a first priority. Possible actions include:
  - a. Emergency evacuation procedures
  - b. Lock-down/harassment procedures
  - c. Notifying emergency services (police etc.)
2. Where the nature of the event involves disaster response, educators should seek advice from emergency services, other professional(s) relevant to the circumstances, and/or parents; in order to manage the immediate actions/treatment.
3. Following the incident/events being controlled, educators then need to notify the Southport State School P&C Association.
4. Should the circumstance present as a risk to health and safety, notification to the Regulatory Authority will be required as set out in policy [7.7 Managing Notifications](#).

## Notification to Parent (or Authorised Nominee)

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Parents must be notified of any illness, injury or trauma which occurs while a child is being educated and cared for by Southport State School OSHC. Depending on the circumstance, including the significance of the incident, urgency, and any practical limitation, the notification can be via—

- A phone call,
- In-person (when collecting the child), or
- Via a copy of the Incident, Injury, Illness, or Trauma Report.

Regardless of the method of communication, a parent must be notified as soon as practicable, but not later than 24 hours after the occurrence. The details of this notification are recorded in the Incident, Injury, Illness, or Trauma Report. Depending on the circumstances, a proportionate response – i.e. an immediate phone call in a critical situation, or in-person at collection/email for minor injuries, will be used to communicate the details of these events with families.

To promote transparency, standard practice is to provide a copy of the Incident, Injury, Illness, or Trauma Report, which contains the ability to record the parent's receipt of the information by way of signing the record. Parents can access copies of their children's Incident, Injury, Illness, or Trauma Reports when requested.

Notwithstanding notification requirements, subject to procedures set out in [7.6 Privacy and Confidentiality of Records](#), personal details that do not relate to the parent's child contained within an Incident, Injury, Illness, or Trauma Report may be redacted where there is not written authorisation to disclose this information.

If the Southport State School P&C Association /Nominated Supervisor becomes aware of an incident after the fact from a parent, they should notify the Regulatory Authority within 24 hours of being notified that the incident was serious. e.g., a child has hurt their wrist, but is not in serious pain and continues to play, the next day the parent advises that the child has sustained a fracture.

## Documenting an Incident, Illness, Injury or Trauma Event

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An [Incident, Illness, Injury or Trauma Report](#) must be completed, as soon as reasonably possible (but at least within 24 hours) after a child is involved in any incident, suffers an injury, illness or trauma.

Typically, the person who took the primary lead in managing the incident will be responsible for writing the record. Where this isn't achievable the Nominated Supervisor or Responsible Person will source the person with most direct observation of the incident to complete the record. It is the responsibility of the Nominated Supervisor or the Responsible Person in charge of the session of care to ensure the full record has been completed within the timeframe required.

The information contained in the incident, accident, injury or trauma report forms must not be used for any purpose except strictly in accordance with this policy, [7.6 Privacy and Confidentiality of Records Policy](#) and any other relevant Southport State School OSHC policies.

### Report Content

The incident, injury, trauma and illness record must include (National Regulation 87):

- details of the incident/event, including:
  - the name and age of the child; and
  - the circumstances leading to the incident, injury or trauma; and
  - the time and date the incident occurred, the injury was received or the child was subjected to the trauma; or
- details of any illness which becomes apparent while the child is being educated and cared for including—
  - the name and age of the child; and
  - the relevant circumstances surrounding the child becoming ill and any apparent symptoms; and
  - the time and date of the apparent onset of the illness

- details of the action taken by Southport State School OSHC, including—
  - any medication administered or first aid provided; and
  - any medical personnel contacted.
- details of any person who witnessed the incident, injury or trauma,
- the name of any person who was notified (or attempted to notify), and the time and date of the notifications or attempted notifications
- the name and signature of the person writing the record, and the time and date report was created

Any serious incidents must be reported to the Southport State School P&C Association as soon as practicable. A copy of the report will also be forward to the Southport State School P&C Association, once completed.

### **Confidentiality**

All Incident, Injury, Illness, or Trauma Records will be stored securely as set out in [7.6 Privacy and Confidentiality of Records](#). Disclosure of private information contained within an Incident, Injury, Illness, or Trauma Record will only occur as permitted by legislation, including [Regulation 177](#) and the corresponding written authorisation.

### **Regulatory Notification – Serious Incidents**

Where the circumstances surrounding the incident meet the requirements for regulatory reporting, steps contain in policy [7.7 Managing Notifications](#) will be followed.

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

To decide if an injury, trauma or illness is a 'serious incident' when the child did not attend a medical practitioner or hospital, we will consider the following issues:

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

### **Authority to Provide Medical Attention**

Written consent from the child's parent/authorised persons will be sought through the enrolment process for the Nominated Supervisor and/or staff member qualified in first aid, to obtain medical attention, in keeping with the policies and procedures of Southport State School OSHC, if required. Should the child have a relevant health condition, they will be required to have a management (action) plan, risk minimisation assessment and communication plan. (see [2.9 Medical Conditions in Children Policy](#)).

Written consent will also be obtained from the parent/authorised persons for the use of all health and other personal information which Southport State School OSHC has relating to the child, for the purpose of enabling Southport State School OSHC to:

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

To remove any doubt, all costs incurred in obtaining medical attention for a child will be met by the parents/authorised persons (i.e. the account holder). 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.

## **Facilities and Resources**

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Disposable gloves will be worn when administering first-aid, and will be disposed of immediately after use, in accordance with policy [2.5 Administration of First Aid](#).

The Nominated Supervisor will, or delegate a qualified educator to, ensure that the following are kept at Southport State School OSHC at all times, and are accessible to the educators but not to children:



- A fully maintained and equipped first aid kit, adequate for the number of children attending Southport State School OSHC, and that items stored in the first aid kit are within the identified use by date (where applicable)
- Southport State School OSHC Phone,
- A recognised and current first-aid manual,
- A cold pack and/or ice ready for use in the administering of first aid,
- A store of disposable gloves; and
- Current emergency contact telephone numbers.

## Training and Instruction

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Induction material and processes will ensure all educators and volunteers are trained around the requirements and expectations for responding to incidents. This is complemented by ongoing training and debriefing of incident management procedures. All persons with responsibilities to care for children must be able to demonstrate how they will—

- alert Southport State School OSHC leaders of an incident in a timely manner,
- provide care for children during an incident, and
- their role in supporting Southport State School OSHC to meet relevant reporting requirements.

## Quality Improvement

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Following any significant event, the Nominated Supervisor will debrief the events with educators, identifying any area of learning or improvement. The actions identified will be reported to the Southport State School P&C Association, who will ensure appropriate action is taken.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.12 Meaning of serious incident
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.90 Medical conditions policy
  - R.97 Emergency and evacuation procedures
  - R.99 Children leaving the education and care service premises
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.161 Authorisations to be kept in enrolment record
  - R.162 Health information to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.174 Time to notify certain circumstances to Regulatory Authority
  - R.174A Prescribed information to accompany notice
  - R.177 Prescribed enrolment and other documents to be kept by approved provider
  - R.181 Confidentiality of records kept by approved provider
  - R.183 Storage of records and other documents
- **National Quality Standard:**
  - QA2 – Children's health and safety

## Additional Regulatory Context and Guidance

- Child Protection Act 1999 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)

## Related policies and procedures

[2.1 Providing a Child Safe Environment](#)  
[2.3 Safe Arrivals and Departures of Children](#)  
[2.5 Administration of First Aid](#)  
[2.7 Infectious Diseases](#)  
[2.8 Hygiene, Health and Wellbeing Practices](#)  
[2.9 Medical Conditions in Children](#)  
[2.10 Medication Administration](#)  
[2.13 Emergency Evacuation, Lockdown and Drills](#)  
[3.5 Emergency and Safety Equipment](#)  
[5.2 Positive Behaviour Support Practices](#)  
[7.4 Leading Compliance and Quality Assurance](#)  
[7.7 Managing Notifications](#)

## Appendices and Forms

### [Incident, Injury, Illness, or Trauma Report](#)

Policy 2.4 Incident, Injury, Illness or Trauma				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.4-2024/1 - Combined previous policies 4.3 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.5 Administration of First Aid

### Policy Statement

Southport State School OSHC acknowledges its responsibility to ensure appropriate procedures are in place for managing incidents, including injuries and illnesses where first aid treatment is required. Ensuring the workplace has established systems that provide the resources and expertise to ensure care is provided in a way that maintains children's safety and wellbeing is a critical duty of Southport State School OSHC.

Broadly, Southport State School OSHC has two areas of first aid administration—

- First aid facilities and equipment, and
- First aid expertise - qualified staff.

Fundamentally, the specifics of these requirements are created from a risk assessment (requirements assessment) procedure. In establishing the requirements of Southport State School OSHC, the implemented procedures are followed to ensure the content, design, accessibility and visibility of equipment is managed to a compliant and quality standard.

To reflect our commitment to children's safety and protection, the expectations for our educators to hold approved qualifications exceed the regulated minimum standard. We recognise the importance of timeliness and availability to care and treatment when first aid is required and resource Southport State School OSHC accordingly.

For the purposes of first aid qualifications (including emergency asthma and anaphylaxis), 'approved' means qualifications set out in the NQF approved qualifications list (Regulation 137), completed within the relevant timeframes, with training outside of this list being seen as irrelevant. All evidence of a staff member's first aid qualifications will be kept on file, in their employee record.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Will support employees to have access to regular training to exceed qualification requirements.</li><li>• Ensure Southport State School OSHC is stocked and has access to ample first aid supplies and equipment.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Monitor established routines to ensure first aid supplies are stocked and available.</li><li>• Coordinate training opportunities for educators.</li><li>• Monitor staff qualifications and rostering requirements.</li><li>• Support responses to injuries and incidents.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure personal first aid kits are restocked after use.</li><li>• Respond to injuries and incidents in accordance with training and qualifications.</li><li>• Report any identified issues with first aid management to the Nominated Supervisor for resolution.</li></ul>

### Key Tasks and Responsibilities

First Aid Facilities	The Southport State School P&C Association is responsible for ensuring the relevant analysis of first aid needs is carried out. The Nominated Supervisor is then responsible for ensuring the equipment needed is purchased and maintained by Southport State School OSHC.
First Aid Information and Training	The Nominated Supervisor will maintain employee records for first aid qualification and coordinate any training needs. Educators are to submit relevant evidence of first aid qualifications.
Applying First Aid	Qualified first aid educators are to apply first aid as per training. Any educator who is not first aid trained is to alert the need for a first aid qualified educator to respond to an incident. The person treating any injuries must complete the



	relevant report, with the Nominated Supervisor or Responsible Person notifying parents.
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## Procedures

### First Aid Facilities

The Southport State School P&C Association recognises their responsibility to ensure Southport State School OSHC's first aid kits are (Regulation 89) —

- of an appropriate number considering the number of children being educated and cared for by the service,
- suitably equipped, and
- easily recognisable and readily accessible to adults.

The Nominated Supervisor is supported to ensure the first aid supplies are well-stocked. Routine inspection of supplies occur weekly, and a comprehensive re-stock is completed at least each term. Southport State School OSHC is committed to ensure resources exceeds any identifiable needs. As well as a large comprehensive first aid kit located in the OSHC building, additional smaller kits are available to have on hand to take to outdoor or other areas regularly used by Southport State School OSHC (e.g., shared alternative spaces).

Guided by the [First Aid in the Workplace Code of Practice 2021](#), the contents of our first aid kits have been developed based on a workplace first aid assessment, which has identified the relevant needs for our context. The assessment will be monitored and reviewed, should additional information prompt a change in needs, relevant policies and plans will be updated.

The first aid assessment has identified the kits will contain as a minimum:

Central First Aid Kit Contents		
# of	Item	Use/Purpose
1	Instructions for providing first aid, including CPR flowchart	in the event CPR is required, proper technique is applied.
50	Adhesive strips (assorted sizes)	for minor wound dressing.
3	Splinter probes (single use, disposable).	for removing foreign bodies.
2	Hypo-allergenic micropore adhesive tape	for securing dressings and strapping.
3	Eye pads	to protect eye injuries.
2	Triangular bandage	for slings, support and/or padding.
6	Crepe and conforming bandages (various sizes)	to hold dressings in place and provide support and compression.
3	Wound/combine dressings	to control bleeding and for covering wounds.
5	Non-adherent dressings/pads	for wound dressing.
5	Safety pins	to secure bandages and slings.
1	Scissors	for cutting dressings or clothing.
1	Kidney dish	for holding dressings and instruments.
1	Small dressings' bowl	for holding liquids.

5	Gauze squares packets	for cleaning wounds.
2	Forceps/tweezers (one metal, one plastic)	for removing foreign bodies.
10	Disposable nitrile, latex or vinyl examination gloves	for infection control.
1	Sharps disposal container and tongs	for infection control and disposal purposes.
8	Sterile saline solution or sterile water	for emergency eye wash or for irrigating eye wounds. The solution must be discarded after opening.
1	Resuscitation mask	to be used by qualified personnel for resuscitation purposes.
5	Antiseptic solution	for cleaning wounds and skin.
4	Plastic bags	for waste disposal.
1	Note pad and pen/pencil	for recording the injured or ill person's condition and treatment given.
5	Instant ice-pack	for the management of strains, sprains and bruises.
2	Emergency rescue blanket	for shock or hypothermia.
1	Digital thermometer	to assess for illness/infection.
2	Emergency asthma puffer (Ventolin)	to be given in emergency asthma situation.
2	Disposable asthma spacer	to be used when administering emergency asthma medication.
1	Emergency EpiPen	to be given in emergency anaphylaxis situation.

Risk assessments will be undertaken to identify the likelihood and adequate controls for relevant injuries and illnesses to the school age care context, such as burns, eye injuries and/or poisoning occurring. Where additional requirements are identified, the first aid supplied will be updated to include relevant items.

Southport State School OSHC will have at least one central first aid kit kept in the OSHC Kitchen. The cupboard will be appropriately marked with a highly visible first aid signage. Educators will be shown the location of the first aid kit during induction.

## First Aid Information and Training

For the purposes of an educator being considered as currently first aid qualified, the educator will need to have completed an approved course of the following type, within the stated timeframes (Regulation 136). In this instance, "approved" means a qualification in line with the [NQF approved qualifications list](#).

First aid qualification	Life support training and <b>cardiopulmonary resuscitation (CPR)</b> training that forms part of the first aid qualification	1 year
	Any other training that forms part of the approved <b>first aid qualification</b>	3 years
Approved <b>anaphylaxis management</b> training		3 years
Approved <b>emergency asthma management</b> training		3 years

All educators are expected to be first aid trained within 12 months of starting employment. Each year Southport State School OSHC will hold first aid, CPR, anaphylaxis management and emergency asthma management training (or relevant refresher) for all staff.

While Southport State School OSHC would typically exceed qualification requirements, the Southport State School P&C Association and Nominated Supervisor will ensure that, at least one educator with the required first aid qualification, and anaphylaxis management and emergency asthma management training is in attendance and immediately available in an emergency, at all times children are being cared for. (e.g. if children go to an oval or park then a qualified first aid person must go with them). To ensure Southport State School OSHC maintains compliance, any Nominated Supervisor or Responsible Person must maintain their relevant qualifications.

### **Staff Records**

Southport State School OSHC will retain evidence of all educator's first aid and emergency management qualifications and a summary of this information will be maintained in the staff schedule.

### **Availability of Information**

First aid information will be made accessible to educators, with a variety of resources and displays to be onsite. Additionally, educators will be supplied with pertinent information including verbal instruction and/or demonstrations, videos and posters during orientation and induction.

Current information about specific risks in the workplace and any changes affecting the provision and use of first aid will be provided to educators on a regular basis.

## **Applying First Aid – Critical Incidents**

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The closest qualified first aid educator will undertake the initial management of any injuries and illnesses occurring at Southport State School OSHC. The initial care provided will be consistent with their level of first aid training and competence. Where an incident reasonably requires medical assistance, an educator will call for treatment/management and the parent will be notified. Any child who sustains (or suspected to have sustained) an injury will be attended to by a first-aid qualified educator, this may require an educator to seek the appropriate assistance.

### **Principles for Serious First Aid Incident**

When a need is identified to give first aid, the person will ensure that ill or injured persons procedures for administering first aid will be in accordance with [2.4 Injury, Illness, Incident or Trauma Policy](#) of Southport State School OSHC. The educators should make sound judgement in treating incidents to—

- Preserve life as an immediate priority.
- Ensure the child is stabilised and comforted until medical help intervenes, including monitoring the ill or injured persons (where needed, in the recovery position).
- Ensure that the environment is safe and that other persons (especially children) are not in danger of becoming ill or injured.
- Seek support to assist in the care and response.

In the event a staff member is required to provide first aid, all other educators should immediately seek the support of their team members to ensure that supervision of children remains paramount. Educators should consider either an emergency evacuation or lockdown to ensure the safety of children, where circumstances are critical.

### **Emergency Services**

Any incident or injury requiring greater care and treatment than first aid, an ambulance/emergency services (000) will be immediately called.

The following incidents are a non-exhaustive list of examples of where critical first aid is required:

- When an individual has stopped breathing or is choking,
- When an individual is unconscious or any serious head injury,
- Where there is deep cut with serious bleeding,
- Where there is a suspicion of anaphylaxis; or
- Where there is a significant injury (fracture, dislocation etc.).

It is expected that in the event of any injury, the person providing first aid will assess the situation and determine the need for an ambulance - in situations other than those listed below. Where in doubt, emergency services should always be called for support.

In the event that an ambulance is called:

- Families must be informed as soon as practicable that their child has required an ambulance (emergency first aid to be administered first),
- Management must be informed as soon as practicable that a child has required an ambulance (emergency first aid to be administered first),
- The Southport State School P&C Association will inform the Regulatory Authority within 24 hours that a child has required an ambulance,
- Staff/Educators are to accompany child in an ambulance in the absence of the parent/guardian where possible; and
- Families are required to pay any costs associated with the ambulance.
- Staff/Educators are to accompany child in an ambulance in the absence of the parent/guardian where possible; and
- Families are required to pay any costs associated with the ambulance.

Not all injuries will require additional medical treatment, children receiving minor first aid (e.g. ice-pack/adhesive strips), can be supported in an appropriate location at Southport State School OSHC e.g. the office while being comforted and treated. Educators managing minor first aid incidents must make an entry in the first aid record book, located with Southport State School OSHC first aid kit. Information to be included in the first aid record book must include:

- The child's name,
- Time and date,
- What first aid was provided,
- The reason for the first aid to be administered,
- Where on the child it was applied; and
- Educator's name and signature.

The child's family should be notified as soon as practicable, which in some minor first aid incidents, may be upon collection at the end of the day/session.

### **Treating Wounds – Minimise Cross Contamination**

When treating open wounds, educators 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.
- Wash hands and use gloves before treating wounds.
- When cleaning wound with a sterile swab or other disinfectant, follow the relevant training and instructions.
- The used swab or like will be placed in a first aid waste bin for isolation and disposal.
- If changing the type of first aid activity, e.g. cleaning to bandaging, gloves will be changed and placed in the first aid waste bin.

### **Treating Suspected Concussion**

Where an incident occurs and there is a suspicion of concussion, once the situation is stable, parents will be called to collect the child. The child will be closely monitored while parents arrive. Should there be an escalation of symptoms, emergency services (000) will be called.

### **Injury Reporting**

Where first aid is applied because the child has sustained an injury, an [Incident, Illness, Injury or Trauma Report](#) must be completed. Parents must be notified of any injury as soon as practicable, but within 24 hours.

For **serious incidents** (hospital/medical treatment needed or ought to have been needed) an additional notification to the Regulatory Authority is required as soon as practicable, but within 24 hours – see policy [2.4 Incidents, Illness, Injury or Trauma](#) for these steps.

For information pertaining to the management of specific medical conditions, refer to policy [2.9 Medical Conditions in Children](#).

Incident, Illness, Injury or Trauma reports will be reviewed by the Coordinator on a periodic basis in order to identify areas or processes of Southport State School OSHC that are likely to give rise to injury or illness. Such periodic reviews will also be used to:

- Review safety procedures for preventing further problems,
- Implement safer and healthier work practices,
- Identify where first aid facilities and services are most needed.

## First Aid Waste Management

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Southport State School OSHC acknowledges the need to manage first aid waste and corresponding biohazards to effectively prevent cross infection or contamination from waste materials which forms an important element of the whole first aid procedure. Such materials will include, but not be limited to protective adhesive strips, 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); and
- Located in a suitable place that is not readily accessible to children.

Any material used, including gloves and packaging will be properly disposed. The location where first aid was administered will be inspected for any remaining biohazards (body fluid, waste). If needed, the area will be blocked off while relevant cleaning and sanitisation occurs.

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

When conducting first aid, educators 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 this policy and training e.g. wiped with sterile swab etc,
- The used swab or like will be placed in the lined first aid waste bin; and
- Change gloves if changing the type of activity they are managing with first aid e.g. cleaning to bandaging. These gloves should also be placed in the first aid waste bin.

## Injuries to Employees or Visitors

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Any employee (or other adult) injuries will follow steps outlined in this procedure. Any injury requiring medical treatment will be managed in collaboration with the Nominated Supervisor or Responsible Person. Just as expected with children, where an injury requires greater response than first aid, an ambulance will be called.

Documentation of educator or visitor injuries will be recorded on the appropriate form. Reporting to Work Health Safety Queensland (WHSQ) may be required where an incident reaches a notifiable threshold. Details of reporting requirements and methods can be found on the WHSQ website.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Regulations:**
  - R.89 First aid kits
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.136 First aid qualifications
  - R.168 Education and care service must have policies and procedures

- R.170 Policies and procedures to be followed
- R.171 Policies and procedures to be kept available
- R.174 Time to notify certain circumstances to Regulatory Authority
- R.183 Storage of records and other documents
- **National Quality Standard**
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements

### Additional Regulatory Context and Guidance

Work Health and Safety Act 2011

Privacy Act 1988 (Cth)/Information Privacy Act 2009 (Qld)

- First Aid in the Workplace Code of Practice

## Related Policies and Procedures

[2.7 Infectious Diseases](#)

[2.8 Hygiene, Health and Wellbeing Practices](#)

[2.9 Medical Conditions in Children](#)

[2.10 Medication Administration](#)

[2.13 Emergency Evacuation, Lockdown and Drills](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.7 Managing Notifications](#)

## Appendices and Forms

### First Aid Requirements Assessment

Policy 2.5 Administration of First Aid				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.5-2024/1 - Combined previous policies 4.5 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## 2.6 Water Safety

### Policy Statement

Southport State School OSHC acknowledges that water activities are a significant part of both our Queensland culture and typical leisure activities for children. Southport State School OSHC has an opportunity to include water activities as part of the program to promote health, play and leisure. The procedures contained in this policy are designed to address the inherent risks associated with swimming and water-based activities.

Southport State School OSHC recognises that the safety of children in and around water is of the highest priority, with effective supervision being a key determinate of safety. Throughout all water activities, children will be closely supervised. Likewise, risk assessment and planning will be fundamental to ensure the environment and systems to protect children are adequate.

To remove any doubt, the scope of this policy includes swimming activities, water play and excursions in or near water. The safe consumption of water is addressed in policy [1.6 Food and Nutrition](#).

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure policy and procedures support the safety and wellbeing of children.</li><li>• Ensure risk-assessment identify and manage identifiable hazards.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Provide information and guidance to educators and families on the importance of children's safety in and around water.</li><li>• Conduct a comprehensive risk assessment prior to any water activities taking place. The risk assessment will identify the educator to child ratios required to ensure children's safety.</li><li>• Ensure parents are informed of the swimming details and risks involved. Parents will provide written consent for the activity.</li><li>• Ensure all parents have indicated the swimming ability of their children before participating in the excursion.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Encourage children to play in or near water safely, giving appropriate instructions and guidance.</li><li>• Understand and be willing to act in accordance with the relevant risk-assessment.</li></ul>

### Key Tasks and Responsibilities

Risk Assessment	The Nominated Supervisor will be responsible for developing the relevant risk assessment that must be endorsed by the Southport State School P&C Association. The Nominated Supervisor will also be responsible for the collection of authorisations and swimming ability information.
Swimming Supervision	The Nominated Supervisor is responsible for developing a suitable supervision plan for the activity and educators are responsible for collectively working together to follow these instructions, including sun safety.

### Procedures

#### Identifying Hazards and Assessing Risk

Generally speaking, Southport State School OSHC's premises will be free from water hazards. The relevant procedures, including risk assessment and authorisation will be followed (see policy [1.4 Excursions](#)).

Educators will ensure water troughs or containers for water play are filled to a safe level and emptied onto garden areas after use. Buckets of water used for cleaning are emptied immediately after use and buckets are not to be left in play areas or accessible to children unless they are being used as part of a program experience.

Hot water that may be accessible to children during Southport State School OSHC operation will be maintained at an appropriate temperature (43.5°C or less).

### **Specific Practices for Swimming Activities**

The choice to and where swimming will occur will be considered through an assessment of Southport State School OSHC's capacity to ensure the activity can be carried out safely. All bodies of water present a significant risk to children therefore, the implementation of swimming activities will also ensure the following procedures are followed:

## **Risk Assessment and Supervision**

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A comprehensive risk assessment of the swimming venue and activity will be conducted to determine the required educator to child ratio and skills/qualifications required. A plan for supervision in and out of the water will also be developed. It is expected that during the swimming activity educators will be positioned both in and out of the water to promote a complete, coordinated and active level of supervision of children in and around the pool area.

Southport State School OSHC will also consider the needs for first aid and CPR trained educators beyond the minimum regulation requirements.

## **Safety Equipment and Inspection of Environment**

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Consideration will also be given to the capacity of educators to rescue children from water and any relevant equipment required. A list of required items will be created within the risk assessment. On the day of the swimming activity a suitably experienced educator will inspect all listed safety equipment and the pool area to ensure all required elements are available and in good repair.

## **Understanding Ability**

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Parents/guardians must complete a 'Swimming Ability Form' for each child attending a swimming activity. Information gained through this form will identify children's swimming competence and assist educators to manage their safety while in the water:

- The swimming ability form will direct the supervision, support and depth of water the children will access throughout the activity.
- Parents will be informed of any the practices to support the safety of children as a result of their ability.

To remove any doubt, Southport State School OSHC will ensure children requiring any additional support are considered and will collaborate with parents to address specific support plans, where relevant. Swimming will not occur unless it can be carried out safely.

## **Sun Safety**

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Southport State School OSHC's Sun Safety policy will be followed throughout. This includes the use of sunscreen and sun-safe swimwear. Educators will role-model the same expectations.

### **Practices for Other Non-Swimming Water Activities**

While non-swimming water activities are far less likely to contain the same level of drowning risks, consideration will be given to any relevant hazards. Should an activity present with increased risk to health and safety, a risk assessment will be created and followed.



## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
  - s.165 Offence to inadequately supervise children
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.89 First aid kits
  - R.90 Medical conditions policy
  - R.97 Emergency and evacuation procedures
  - R.98 Telephone or other communication equipment
  - R.99 Children leaving the education and care service premises
  - R.100 Risk assessment must be conducted before excursion
  - R.101 Conduct of risk assessment for excursion
  - R.102 Authorisation for excursions
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.172 Notification of change to policies or procedures
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment

### Additional Regulatory Context and Guidance

- Work Health and Safety Act 2011
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- [Managing risks at publicly accessible pools - Information guide for owners, operators and controllers of public swimming pools](#)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[1.4 Excursions](#)

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[2.5 Administration of First Aid](#)

[2.9 Medical Conditions in Children](#)

[2.11 Sun Safety](#)

[3.5 Emergency and Safety Equipment](#)

[6.4 Acceptance and Refusals of Authorisation](#)

## Appendices and Forms

[Swimming Ability Form](#)

Policy 2.6 Water Safety				
Endorsed By: Southport State School P&C Executive Committee				
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2.6-2024/1 - Combined previous policies 3.5 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.7 Infectious Diseases

### Policy Statement

The purpose of this policy is to establish guidelines for preventing and controlling the spread of infectious diseases at Southport State School OSHC. We recognize that infectious diseases can pose a significant risk to the health and well-being of children, families, and staff, and therefore, we are committed to implementing effective measures to prevent and control the spread of infectious diseases in Southport State School OSHC.

Limiting the spread of infection is a shared responsibility – it requires parents to partner with Southport State School OSHC to isolate (exclude) children who are contagious to ensure they remain away from OSHC. Likewise, Southport State School OSHC has duties to ensure the environment remains clean, and parents are aware of any occurrences (to monitor for symptoms). Immunisation also has a strong role to play in limiting the spread of infection. Southport State School OSHC has created expectations for immunisation for this purpose.

Southport State School OSHC may implement further strategies and protocols in accordance with relevant government health guidelines relevant to public health, including any pandemic response.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure Southport State School OSHC is guided by sound preventative and reactive measures to control infectious disease.</li><li>• Support relevant reporting as required.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Consult with families and the Southport State School P&amp;C Association for cases of infectious disease.</li><li>• Report relevant information to Queensland Health as required.</li><li>• Establish a culture of good hygiene practices, instructing staff on techniques to reduce the possible spread of infection.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Inform the Nominated Supervisor of relevant illness (or infectious disease in the immediate household).</li><li>• Model and supervise good hygiene practices</li><li>• Monitor children for symptom of infectious disease, report as required</li></ul>

### Key Tasks and Responsibilities

Information Sharing	The Nominated Supervisor will be the primary contact for communicating the requirements of Southport State School OSHC, including notifying any occurrences to parents.
Exclusion Requirements	Should a child be required to isolate from Southport State School OSHC, the Nominated Supervisor or Responsible Person will communicate these requirements to the parents.
Health and Hygiene Practices	All educators are to follow Southport State School OSHC's health and hygiene practices, especially when carrying out tasks that may spread infection or illness.

### Procedures

#### Monitoring for and Responding to Occurrences of Infectious Disease

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

The current NHMRC resource 'Staying Healthy in Childcare' will be referred to when making decisions in regard to communicable diseases and/or exclusion periods. Fact sheets may also be accessed through Queensland Health website.

### **Informing the service of Infectious Disease**

It is the responsibility of parents/guardians to inform the Nominated Supervisor of any infectious disease that their child, or other immediate family members may be suffering. Parents/guardians are advised through the enrolment process that children who are ill are not to be brought to Southport State School OSHC.

Notwithstanding the responsibilities of parents, the presentation of an illness may not commence in the home environment but during a session of care. Children becoming ill at OSHC will be managed by the steps contained in [2.4 Incidents, Illness, Injury or Trauma](#). Fundamentally, Southport State School OSHC cares for the child's wellbeing while Southport State School OSHC limits any potential spread, including a request to collect the child.

It is the responsibility of educators to inform the Nominated Supervisor of any infectious disease that the staff member, or their other immediate family members, may be suffering. The Nominated Supervisor, Southport State School P&C Association and staff member will consult on risk and suitable management plans (including exclusion, if necessary). It is expected that an employee will not present to the workplace where there is a risk of spreading an infectious condition.

## **Notifications and Information Sharing**

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### **Parents**

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

Where Southport State School OSHC has been informed of an instance of infectious disease being potentially exposed to children attending Southport State School OSHC, the following will occur—

- A notice stating the occurrence will be displayed at Southport State School OSHC in a prominent location.
- The Nominated Supervisor (or relevant delegate) will send an email to all parents notifying of the occurrence.

***\*\*No private, confidential or identifying information will be contained in any notices.***

To remove any doubt, in the communication of the occurrence of an infectious disease, the privacy of the individuals will remain confidential. Parents will be informed of the symptoms and any treatments or relevant exclusion periods.

### **Responding to Occurrences**

The Nominated Supervisor is to use their professional judgement to inform the Southport State School P&C Association, via email or agreed method of communication, of any significant infectious disease occurrences reported to Southport State School OSHC. The Nominated Supervisor will also provide details of Southport State School OSHC's response including relevant guidelines to prevent the spread of the infectious disease. The Southport State School P&C Association will express any additional action to be undertaken to ensure all reasonable steps have been followed.

### **Additional Reporting**

Depending on the circumstances, Southport State School OSHC may be responsible for reporting to Queensland Health. The Nominated Supervisor will notify the Southport State School P&C Association when intending to report an infectious disease case to Queensland Health.

Depending on the seriousness and circumstance, the Nominated Supervisor may be required to follow the [2.4 Incident, Illness, Injury or Trauma](#) policy and report a notification to the Regulatory Authority.

Records of infectious disease will be compiled and retained by the Nominated Supervisor ([2.4 Incident, Illness, Injury or Trauma](#)). These records will include:

- Child's name
- Child's age

- Symptoms
- Date and time when educators first noticed the illness
- Date and time the record was written
- What action was taken
- Details of notification to parents

This record will be stored confidentially (see policy [7.6 Privacy and Confidentiality of Records](#)).

## Exclusion Due to Occurrence of Infectious Disease

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

- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice,
- For educators (or any other adult), they will immediately be released from work (or requested to leave) in order to seek immediate medical attention and not return for at least the period set out for the symptom/infectious disease,
- If a medical practitioner diagnoses an infectious disease, the child/educator will be excluded for the recommended period set out in the NHMRC guidelines or as otherwise advised.
- For diseases which are published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be provided before the child/educator is re-admitted to Southport State School OSHC.

Consistent with the NHMRC guidelines, people with the following symptoms must not attend Southport State School OSHC for at least the relevant exclusion period (may be longer if multiple cases)-

Vomiting	24 hours without symptoms.
Diarrhoea	24 hours without symptoms (or 48 hours where confirmed norovirus).
Influenza and influenza-like illness	Until symptoms have resolved, normally 5–7 days.

## Immunisation

All children must meet the Australian Federal Government's immunisation requirements or have a valid exemption for the family to be eligible for Child Care Subsidy (CCS). Parents will be asked to verify their child's immunisation status when they enrol, with a copy of relevant evidence potentially sighted.

While Southport State School OSHC will accept enrolments of children who are not immunised, children will be excluded from Southport State School OSHC if there is an outbreak of an infectious disease against which they have not been immunised. Relevant cancellation periods and absences still apply (refer policy [7.4 Fees and Statements](#)). The period of exclusion will be in accordance with the National Health and Medical Research Council's recommendations (see policy [6.9 Childhood Immunisation](#)).



Adobe Acrobat  
Document

Staying Healthy in Childcare

## Hygiene Practices

Southport State School OSHC will ensure basic hygiene practices are routine to prevent the spread of infectious disease including routine hand washing, covering any cuts or abrasions with a waterproof dressing, and the use of gloves for touching items/area containing bodily fluid/mucus (see policy [2.8 Hygiene, Health and Wellbeing Practices](#)).

Southport State School OSHC recognises areas of potential vulnerability for the spread of infectious disease relate to food handling/consumption, toileting and injuries (i.e. wound care) and are committed to ensure robust risk assessments identify practices and resources to ensure these areas are not a source of transmission – details of these practices are covered in relevant policy and/or work instruction.

## General Pandemic

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Infection control and prevention measures will be essential to keeping Southport State School OSHC operating, and all children and staff attending Southport State School OSHC, safe and well. In the event of a pandemic, Southport State School OSHC will follow guidelines and as per the procedures of this policy.

Additional to procedures listed in this policy, in the event of a general pandemic Southport State School OSHC will ensure staff and parents know the protocols for dealing with the Infectious disease, including (but not limited to):

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

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
  - s.172 Offence to fail to display prescribed information
- **Education and Care Services National Regulations:**
  - R.77 Health, hygiene and safe food practices
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.88 Infectious diseases
  - R.103 Premises, furniture and equipment to be safe, clean and in good repair
  - R.104 Furniture, materials and equipment
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.173 Prescribed information to be displayed
- **National Quality Standard:**
  - QA2 – Children's health and safety

### **Additional Regulatory Context and Guidance**

- A New Tax System (Family Assistance) Act 1999 (Cth)

- Public Health Act 2005 (Qld)
- Work Health and Safety Act 2011
- NHMRC - [Staying healthy: Preventing infectious diseases in early childhood education and care services.](#)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[2.5 Administration of First Aid](#)

[2.9 Medical Conditions in Children](#)

## Appendices and Forms

[Incident, Injury, Illness or Trauma Report](#)

Policy 2.7 Infectious Diseases				
Endorsed By: Southport State School P&C Executive Committee				
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2.7-2024/1 - Combined previous policies 4.1, 4.3 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## 2.8 Hygiene, Health and Wellbeing Practices

### Policy Statement

Southport State School OSHC will uphold the health and wellbeing of children through promoting quality hygiene practices and self-care skill development and is committed to fulfilling its obligations to provide a safe and healthy environment for its children and educators.

There is shared recognition that the practices promoted and adopted by Southport State School OSHC directly impact the spread of infectious disease and other contagious conditions and the Southport State School P&C Association is committed to fulfilling its obligations to provide a safe and healthy environment for its children and educators. Additionally, children should be encouraged by educators to adopt sound hygiene practices to embed healthy behaviours.

Practices and procedures contained in this policy are not necessarily exhaustive. Where additional recommendations promote further or alternative action, then these will be adopted. Southport State School OSHC will be guided by reputable information and guidelines.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish sound hygiene, health and wellbeing practices to support Southport State School OSHC and its users.</li><li>Ensure facilities and resources adequacy meet the needs of Southport State School OSHC.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Collaborate and review practices to ensure they support the health, safety and wellbeing of children and educators.</li><li>Role-model and monitor practices of educators and children.</li><li>Feedback and request any identified issues to the Southport State School P&amp;C Association for support or management.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Role-model and support the practices of children.</li><li>Use incidental opportunities for support and teaching, enhancing the skills, knowledge and practices of self-care for children.</li><li>Immediately address any apparent issues of hygiene and health.</li></ul>

### Procedures

All educators are expected to role-model the practices set out this procedure at all times. Educators play a crucial role in strategically prompting children to adopt practices at vital moments of the day, i.e. sneezing or coughing into an elbow or using a tissue at the appropriate moment. Educators should use the opportunity not just to keep the environment hygienic but teach children healthy behaviours.

#### Hygiene Practices

As an enduring protective measure, and consistent with the recommendations of 'Staying Healthy in Childcare', Southport State School OSHC will implement routine hygiene practices to prevent the spread of infectious disease. These practices include:

##### Effective Hand Hygiene

A very effective method to prevent the transmission of disease and illness is through effective hand hygiene. Washing hands with soap and water is the preferred method as it removes both dirt and germs/viruses from the hands. Where soap and water is not available, then alcohol-based hand rub (sanitiser) can be used as alternative (or in combination).

Facilities	<ul style="list-style-type: none"><li>The Southport State School P&amp;C Association will ensure adequate handwashing facilities are available for children and educators to wash their hands readily.</li></ul>
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	<ul style="list-style-type: none"> <li>The Nominated Supervisor will manage supplies and resources. Southport State School OSHC will ensure enough stock is kept on-site to replace items like soap and paper towel as needed.</li> <li>Appropriate signage will be displayed near the handwashing facilities to encourage effective handwashing behaviours.</li> </ul>
Hand Washing Practices and Expectations	<ul style="list-style-type: none"> <li>Educators and children will wash and dry their hands with soap, water and disposable towel when: <ul style="list-style-type: none"> <li>Handling, preparing, and eating of food.</li> <li>Before and after administering first aid.</li> <li>After toileting, handling of animals or other activities which could lead to the spread of infection.</li> <li>After coughing, sneezing, or blowing their nose.</li> </ul> </li> <li>After contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc.).</li> <li>In the first instance, soap and running water is the preferred method to ensure clean hands.</li> <li>Hand washing (scrubbing hands) should last at least 20 seconds.</li> <li>Where possible, children will be supervised or otherwise monitored during handwashing to promote effective techniques and skills.</li> </ul>
Hand Sanitisers	<ul style="list-style-type: none"> <li>Hand sanitisers will not typically replace soap and running water, however, in certain situations such as on excursions when soap and running water are not available a hand sanitiser may be used.</li> <li>Hand sanitisers will only be available with adult supervision.</li> </ul>

### Personal Hygiene

General hygiene practices that are not only courteous but are effective in limiting the spread of illness will be modelled by educators and promoted amongst children. These include:

- Everyone (children and educators) should cover their mouth and nose with a tissue, sleeve or a flexed elbow when coughing or sneezing.
- Children will be reminded to avoid touching their eyes, nose or mouth.
- Children who become sick will be isolated from other children, while the parent is called to collect them.

### Isolation and Exclusion

- Any person becoming ill at Southport State School OSHC will follow the procedures set out in [2.7 Infectious Diseases](#) to isolate any potential spread.
- Likewise, any persons entering Southport State School OSHC should be free from any relevant illness, as determined by the exclusion period reference in [2.7 Infectious Diseases](#).
- Used masks are to be disposed of immediately after use to be inaccessible from children or others.

### Personal Protective Equipment (PPE)

Gloves	<ul style="list-style-type: none"> <li>Gloves will be used— <ul style="list-style-type: none"> <li>When coming into contact with bodily fluids (e.g. blood, mucus, faeces etc.).</li> <li>Food preparation.</li> <li>Cleaning activities.</li> </ul> </li> <li>Used gloves are to be disposed of immediately after use and will be inaccessible to children.</li> <li>Educators will thoroughly wash their hands once gloves are removed.</li> </ul>
Masks	<ul style="list-style-type: none"> <li>Masks will only be required when stipulated by a relevant public health directive.</li> <li>However, masks can be worn (and are made available) for children and educators who wish to wear them.</li> </ul>

## Health and Wellbeing Practices



During times of hot weather, educators and children will be encouraged to follow Southport State School OSHC Sun Safety Policy by wearing sun smart clothing, a broad brimmed hat and applying sunscreen.

Additional practices for monitoring children's health and wellbeing during periods of extremely hot weather include:

- Encouraging the drinking of fluids more frequently throughout the session, particularly cold water.
- Keeping cool by wrapping a bandana or washer around their neck or using a mist bottle to spray themselves,
- Staying indoors, preferably in an air-conditioned or well-ventilated building with fans and open windows,
- Limiting strenuous outdoor activities by conducting games and activities indoors or in shaded areas outdoors.

### **Ear Care**

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

### **Dental Health**

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

- Providing appropriate pamphlets on dental health and hygiene in the parent sign in area,
- Providing water at routine mealtimes,
- Encouraging fruit and vegetable consumption,
- Accessing dental health and hygiene services/programs to utilize within Southport SSOSHC program

## **Physical environment**

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### **Hygiene and Health Promotion**

- Signs and posters will be strategically placed around Southport State School OSHC to alert children to the need for and the steps to follow for effective hand hygiene.
- Educators will endeavour to observe children's practices when washing hands and any relevant activities to support hygiene. Educators will provide verbal reminders of effective procedures to follow.

### **Service Cleanliness**

- Work health and safety practices, including daily routines and checklists will support Southport State School OSHC's commitment to maintain a hygienic and clean environment for children and others. Routine cleaning and disinfecting includes:
  - The kitchen environment.
  - Frequently touched surfaces (e.g. door handles).
  - Toilet facilities.

This will additionally be supported by:

- Ensuring all toys, dress-up clothes, paint shirts and other materials and resources are routinely maintained to be clean and functional. Where possible, these will be washed with disinfectants.
- Tables, benches, floor surfaces and toilets will be cleaned daily and sanitised as required.
- The kitchen and eating areas will be cleaned and swept before and after each session.
- The refrigerator and pantry area will be cleaned weekly.
- The premises will be routinely treated for the control of pests.
- All personnel will ensure that contaminated items (e.g. tissues) are disposed of immediately after use.
- There will be suitable bins available for waste disposal. These are emptied daily.
- Recycled items (e.g. toilet rolls for craft activities) will not be used if they were or may have been used in a non-hygienic environment.
- There will be suitable disposal facilities for first aid waste.
- There will be suitable facilities for the storage of soiled clothing. Soiled clothing will be placed inside a plastic bag and sealed. Soiled clothing will be returned to the family when the child is collected.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
  - s.172 Offence to fail to display prescribed information
- **Education and Care Services National Regulations:**
  - R.77 Health, hygiene and safe food practices
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.88 Infectious diseases
  - R.103 Premises, furniture and equipment to be safe, clean and in good repair
  - R.104 Furniture, materials and equipment
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.173 Prescribed information to be displayed
- **National Quality Standard:**
  - QA2 – Children's health and safety

### Additional Regulatory Context and Guidance

- A New Tax System (Family Assistance) Act 1999 (Cth)
- Public Health Act 2005 (Qld)
- Work Health and Safety Act 2011
- NHMRC - [Staying healthy: Preventing infectious diseases in early childhood education and care services.](#)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[2.7 Infectious Diseases](#)

[7.13 Workplace Health and Safety](#)

## Appendices and Forms

[Indoor Safety Checklist](#)

[Outdoor Safety Checklist](#)

Policy 2.8 Hygiene, Health and Wellbeing Practices				
Endorsed By: Southport State School P&C Executive Committee				
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2.8-2024/1 - Combined previous policies 4.2 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.9 Medical Conditions in Children

### Policy Statement

Southport State School OSHC recognises the prevalence of children attending Southport State School OSHC who have health needs and relevant medical conditions including asthma, diabetes or at risk of anaphylaxis, requiring sound practices and planning to ensure their health and wellbeing are cared for. Southport State School OSHC is committed to a planned approach to the management of relevant medical conditions, and one that meets the legislative compliance of an education and care service.

Importantly, Southport State School OSHC recognises some children attend OSHC with both highly sensitive and potentially life-threatening conditions. Management and responsiveness of these medical needs is a critical aspect of their care. All children with additional health needs or relevant medical conditions will have medical management plans provided and displayed. Additionally, Southport State School OSHC will work collaboratively with parents and families to ensure Southport State School OSHC understands and address risks associated with a child's need/condition (risk minimisation plans). Embedded within these plans are the outlined procedures to update information and actions as required (communication plans).

Southport State School OSHC is committed to ensuring our educators are equipped with the knowledge and skills to support children's medical needs. The Southport State School P&C Association will seek to ensure all children in attendance receive the highest level of care and protection. Where relevant, additional training, resources and knowledge will be provided to educators to support the practices of Southport State School OSHC to attend to relevant health and medical needs.

#### Definitions

Children's medical needs may be broadly categorized into:

**Short-term** – which may affect their participation in activities while they are on a course of medication. Short-term medical needs are typically an illness that the child will recover from in a short period (e.g. tonsillitis, chest infection, etc.)

**Long-term** - potentially limiting their participation and requiring extra care and support. Long term medical needs are typically ongoing (e.g., asthma, diabetes, anaphylaxis, celiac disease)

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure staff are equipped to respond to children medical needs through collecting relevant information, obtaining medical plans, accessing relevant training.</li><li>• Ensure parents receive relevant information and collaboration in managing children's needs.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Ensure medical needs of children are collected, planned and communicated effectively.</li><li>• Ensure parents who indicate children with medical needs are informed of Southport State School OSHC's obligations and their duties.</li><li>• Respond to medical needs as required to uphold the safety of children attending Southport State School OSHC.</li><li>• Ensure staff are suitably trained and instructed on the management of relevant medical conditions.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Maintain knowledge on the relevant condition and action plans of children accessing Southport State School OSHC.</li><li>• Respond to the medical needs of children.</li><li>• Communicate relevant information to parents and children as required.</li></ul>

### Key Tasks and Responsibilities

Development and Coordination of Plans	The Nominated Supervisor is responsible for liaising with parents to obtain and create the required plans to support a child with a relevant medical or health need.
Management of Conditions	The Southport State School P&C Association is to ensure the practices required for the management of specific health conditions is set out in policy. The Nominated Supervisor is to ensure these practices are communicated to educators during their induction.
Self-medication	All educators are to support children who self-administer medication and notify the Nominated Supervisor or Responsible Person, so the relevant records are completed.

## Procedures

The procedures to manage children's medical conditions are contained within the following documents:

- Individualised medical needs and planning—
  - Management/action plans,
  - Risk-minimisation plans, and
  - Communication plans.
- Practices for the Management of Specific Medical Conditions
  - Asthma Management Practices
  - Managing Children at Risk of Anaphylaxis
  - Diabetes Management Practices
- Self-administering of Medication

### Individualised Health and Medical Need and Planning

As set out by Regulation 90, any child enrolled in Southport State School OSHC who has been identified with a health need, allergy or relevant medical condition will require:

- A **medical management plan** to be supplied by the parent,
- The development of a **risk-minimisation plan** in consultation with a parent; and
- The development of a **communication plan** (for staff members to be informed of the health and medical needs of children and for parents to understand how to update health/medical information and/or relevant plans).

### Requirements for Medical Plans

Southport State School OSHC's enrolment forms will outline a child's medical needs. Where the parent indicates a child has an additional medical need, the Nominated Supervisor will communicate with the family to confirm the requirement for medical plans (management/action plan, risk-minimisation and communication plan). A parent may notify Southport State School OSHC at any time to update their child's medical or health needs, which may also trigger the requirement of medical plans. Relevant health or medical needs, includes but is not limited to:

- one of the following conditions:
  - asthma,
  - diabetes
  - diagnosed at risk of anaphylaxis
- any allergy or health care need requiring
  - specific action to be taken during an incident
  - the development of a risk-minimisation plan
  - relating to food safe handling, preparation, and consumption

The Nominated Supervisor will liaise with parents to understand specific circumstances and navigate Southport State School OSHC's requirements for medical plans.

### Supply and Development of Medical Management Plans

Except for the management/action plan (that is supplied by the parent), all other plans are prepared by Southport State School OSHC in collaboration with parents. Parents of children with relevant medical or

health needs are encouraged to be actively involved in the development and contents of these important documents.

Plan Type	Details and Requirements
Medical Management (or action) Plans	<p>The purpose of these plans is to set out the information that signals symptoms of the medical condition and health need and the actions must be followed in the event of an incident relating to the child.</p> <p>Unless there are extenuating circumstances, the medical management plan should be developed by the child's registered medical practitioner, ideally using specialist templates.</p> <p>At minimum the management/action plan should include the following:</p> <ul style="list-style-type: none"> <li>○ A photo of the child.</li> <li>○ Details of the specific health care need, allergy or relevant medical condition including the severity of the condition.</li> <li>○ Any current medication prescribed for the child.</li> <li>○ What may trigger the allergy or medical condition (if relevant).</li> <li>○ Signs and symptoms to be aware of as well as the response required from the service in relation to the emergence of symptoms.</li> <li>○ Any treatment/medication required to be administered in an emergency.</li> <li>○ The response required if the child does not respond to initial treatment.</li> <li>○ When to call an ambulance for assistance.</li> <li>○ Contact details of the doctor who signed the plan.</li> </ul>
Risk Management Plans	<p>These plans are developed by the service, in consultation with parents of the child.</p> <p>The service will use standardised templates to ensure all information is addressed.</p> <p>All risk-minimisation plans are to ensure:</p> <ul style="list-style-type: none"> <li>○ the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised.</li> <li>○ if relevant, include measures to address the safe handling, preparation, consumption, and service of food.</li> <li>○ if relevant, the parents are notified, through this documentation, of any known allergens that pose a risk to a child and strategies for minimising the risk.</li> <li>○ to ensure all staff members and volunteers can identify the child, the child's management plan and the location of the child's medication.</li> <li>○ if relevant, the child does not attend the service without medication prescribed by the child's medical practitioner for the condition.</li> </ul>
Communication Plans	<p>Typically, embedded within the risk-minimisation plan, the communication plan sets out the practices for —</p> <ul style="list-style-type: none"> <li>○ staff and visitors will be aware of relevant risks and plans to support the child's condition (including the location of the management/action plan).</li> <li>○ parents to update any relevant details regarding a child's medical condition or particular of the medical plans.</li> </ul>

## Communication and Collaboration

### Copy of Policy Provided (Regulation 91)

Southport State School OSHC Policies and Procedures v1.2024

Parents will be provided copies of the *medical risk-minimisation plan* and asked to confirm their approval. Attached to all each *medical risk-minimisation and communication plan* will be a copy of this policy ([2.9 Medical Conditions in Children](#)). These records will be stored with the child's enrolment.

### **Communication of Plans and Policies**

Medical Management Plans are located in the OSHC office. All staff are shown the specific location on induction and are provided with opportunity to read and understand the content of each plan. The specific location of plans will be made with the agreement of parents. Any location will be discreet from public view and accessible for all educators of Southport State School OSHC.

In addition, any children enrolled with medical needs are communicated to staff in team meetings and daily communication. The Nominated Supervisor is responsible for ensuring all educators, other staff and volunteers are able to identify a child with a specific health care need, allergy or other relevant medical condition and be able to locate their information, plans and medication/s easily.

Risk-Minimisation Plans will be stored with enrolment forms. All risk-minimisation plans will be communicated with staff. Educators will be asked to read and acknowledgement reading of the risk-minimisation plan in Southport State School OSHC's management software. This will document the communication and subsequent understanding of what is required.

### **Practices for the Management of Specific Medical Conditions (*Regulation 90(1)(b)*)**

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Induction and instruction of this policy will be provided to every staff member or volunteer engaged at Southport State School OSHC. Each person must acknowledge they have been trained, read the policy and understand the practices required to support children's health and medical needs.

Individual children's relevant health needs and corresponding plans will be discussed on a regular basis with all educators at team meetings to ensure staff have sound knowledge of practices and emergency management actions.

Southport State School OSHC will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training 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. Southport State School OSHC is committed to exceeding the required minimum standards through providing asthma management training for all educators at least annually.

### **Skin Rashes**

Rashes are common in children and can be caused by many different viral infections and may not be infectious. It is important to be able to describe the rash as this may help with diagnosis. When viewing a rash, educators should also consider if the child is unwell as the rash may not affect the child's well-being at all. There are usually other signs and/or symptoms to consider in conjunction with a rash. Also, when observing the rash, educators should note:

- What the rash looks like (e.g., dark red like a blood blister; small red pinheads; large red blotches; a solid red area all joined together or blisters),
- How does the rash feel to touch (e.g., raised slightly, with small lumps or swollen,
- Is the rash itchy and where on the body did the rash start (e.g., head, neck),
- Where is the rash now (e.g., head, neck, abdomen, arms, legs).

The Nominated Supervisor should be informed of any children presenting with a rash to determine whether there is cause for concern for the child's health (and potentially that of the other children and also educators). If there is doubt as to a child's wellbeing with regards to a rash the parent/guardian will be called immediately.

All rashes should be documented on an Injury, Illness or Trauma Form. Educators must regularly check the appearance of the rash and note time and any changes on the form. This is important information in case the child needs medical attention.

If concern is expressed about the rash, then the child will be isolated from other children until the parent/guardian can collect the child from Southport State School OSHC. If educators are concerned about serious symptoms in conjunction with the rash or perhaps the rash being purple, or spreading very quickly, then an ambulance will be called.

## **Eczema**

If a child suffers from eczema, parents/guardians will be requested to supply a doctor's certificate stating this. A medical conditions management plan will be developed and implemented to enable educators to follow any treatment prescribed by the child's medical practitioner.

As eczema is a chronic condition, children with eczema will not be excluded from attending and families will be supporting in managing their child's health condition.

## **Educator Training and Qualifications**

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

Additionally, children who are enrolled in Southport State School OSHC with medical conditions and needs requiring specialist knowledge or training will be supported. Educators will have access to training relevant to children's medical needs.

## **Asthma Management Practices** (Regulation 90 (1)(a))

All children diagnosed with asthma must have a medical management plan outlining what to do in an emergency. A risk minimisation plan must be developed in consultation with the parent of a child diagnosed with asthma to identify the triggers and how these will be managed and monitored within the service (procedures outlined above). The action outlined in a medical management plan should be followed in the first instance.

### **Responding to Emergency Asthma Incidents**

The procedure outlined in the child's medical management plan should be followed in the first instance.

Any enrolled child diagnosed with asthma will have a medical management/action/care plan setting out the steps to follow during an asthma flare-up (also referred to as an asthma attack).

However, if this does not alleviate the asthma symptoms, or where a child is not known to have asthma (therefore no plan has been provided), an educator will provide first aid following the steps outlined by Asthma Australia. If the treating educator is not trained in emergency asthma management, an emergency asthma qualified educator should be immediately sought by any persons identifying any relevant symptoms.

### **Asthma Flare-Up Symptoms**

An asthma attack can start slowly (over hours to days) or can get worse very quickly (in seconds to minutes). The most common symptoms of asthma are:

- Wheezing – a high-pitched sound coming from the chest while breathing
- A feeling of not being able to get enough air or being short of breath
- A feeling of tightness in the chest
- Coughing

### **Treating an Asthma Flare-up (Asthma Attack)**

1. Sit the child upright.
2. The educator will be calm and reassuring,
3. Give four (4) puffs of **blue reliever medication** (Ventolin) with slow and deep breathing in after each puff. If using a spacer, follow each of 4 puffs with 4 breaths in and out following each puff,
4. Wait four (4) minutes. If there is no improvement, give four (4) more puffs as above,
5. If there is still no improvement, **call emergency services**; and
6. Keep giving four (4) puffs every four (4) minutes until the emergency services arrive.

**Authorisation for administering asthma medication is not required in an emergency.**

Once an educator has administered emergency asthma medication, they must notify the parent and emergency services as soon as practicable (Regulation 94)

### **Emergency Asthma Equipment**

If a child has their own asthma medication, this should be used in the first instance.

For any other reason, the service's first aid kit contains Ventolin (blue puffer) and a spacer. Expiry dates of all puffers used will be closely monitored and replaced when expired. Puffers and spacers from the emergency asthma first aid kit must be thoroughly cleaned after each use to prevent cross contamination.

All asthma medication provided by families and administered by educators and/or self-administered by the child with the condition, must be in accordance with [2.10 Medication Administration Policy](#) of this service.



## **Anaphylaxis Response** (Regulation 90 (1)(a))

The service will take appropriate action to minimise, as far as reasonably practicable, exposure to known allergens where children have been diagnosed with anaphylaxis. These specific actions will be identified through the risk minimisation planning procedure.

In recognising food allergies are a common (but not the only) source of allergy, in order to minimise the risk of exposure of children to foods that might trigger a severe allergy or anaphylaxis in susceptible children, our service will adopt the following practices:

- Educate children about food allergies and ways to keep people safe,
- Actively discourage children to trade or share food, utensils or food containers,
- Ensure all food handling supports children's medical management plans,
- Request families to label all drink bottles and lunch boxes with their child's name,
- Consider the contents of food and non-food items for inconspicuous triggers,
- Monitor attendances to ensure that meals/snacks prepared at the service do not contain identified allergens when those children are in care; and
- Where a child is known to have a susceptibility to severe allergy or anaphylactic reaction to a particular food, the service will develop policy and implement practice for the management of children, educators or visitors bringing foods or products to the service containing the specific allergen (e.g. nuts, eggs, seafood).

### **Responding to Emergency Anaphylaxis Incidents**

The procedure outlined in the child's medical management plan should be followed in the first instance.

Any enrolled child diagnosed at risk of anaphylaxis will have a **medical management/action/care plan** setting out the steps to following during an anaphylactic reaction. A child with a known risk of anaphylaxis will always have their medication administered first.

### **Symptoms of Anaphylaxis**

Can include any one of the following:

- Difficult/noisy breathing.
- Swelling of the tongue.
- Swelling/tightness in the throat.
- Difficulty talking and/or hoarse voice.
- Wheeze or persistent cough.
- Persistent dizziness and/or collapse.
- Pale and floppy (in young children).

In some cases, anaphylaxis is preceded by less dangerous allergic symptoms such as:

- Swelling of face, lips and/or eyes.
- Hives or welts.
- Abdominal pain and vomiting (these are signs of anaphylaxis for insect allergy).

### **Treating Anaphylaxis Symptoms**

1. Lay the person flat – do NOT allow them to stand or walk.
2. Give adrenaline autoinjector (Epipen).
3. Phone emergency services (ambulance).
4. Phone parent (if practicable).
5. Further adrenaline doses may be given if no response after 5 minutes.
6. Transported to hospital by ambulance (for observation).
7. **If in doubt give adrenaline autoinjector (Epipen).**
8. Commence CPR at any time if person is unresponsive and not breathing normally.

**Administering an adrenaline autoinjector (Epipen or similar) does not require authorisation in an emergency.** In an emergency, educators should administer the medication, then as soon as reasonably practicable, parents and emergency services must be notified (Regulation 94).

### ***Emergency Medication - Epipen***

The service will always have an in-date adrenaline autoinjector (Epipen) in their first aid kit for emergency use. This will be in addition to (and not a substitute for) the prescribed devices for individual children with a diagnosed anaphylactic allergy. **A copy of the ASCIA First Aid Plan for Anaphylaxis will be stored with the emergency Epipen**

This device will be used where:

- A child who is known to be at risk of anaphylaxis does not have their own device immediately accessible or the device is out of date,
- A second dose of adrenaline is required before an ambulance has arrived and emergency services have advised the use,
- The child's prescribed device has misfired or accidentally been discharged; and/or
- A child not diagnosed/identified as at risk of anaphylaxis is symptomatic

Each child will have the appropriate medication i.e. Epipen (or similar) accessible to educators. Appropriate medication will be stored at the service for each relevant child. These will be stored in a clearly labelled and marked containers.

All expiry dates of this medication will be recorded in a replacement schedule, which will be actively monitored by the Nominated Supervisor. Parents will be advised of expiry 3 months before expiry date.

**Children will not be allowed to attend the service without their medication being available.**

In circumstances where a child requires an Epipen (or similar) the service will request an additional device is stored at the service rather than being transported. If these arrangements are not suitable, personalised arrangement and risk-minimisation plans will be identified in collaboration with the Nominated Supervisor, Southport State School P&C Association and parents.

## **Diabetes Management Practice** (Regulation 90 (1)(a))

Children with type 1 diabetes are at most risk from hypoglycaemia (hypo) which occurs when blood sugar levels are too low. Elements that can cause a hypoglycaemia include:

- A delayed or missed meal, or a meal with too little carbohydrate,
- Extra strenuous or unplanned physical activity,
- Too much insulin or medication for diabetes; and/or
- Vomiting.

### **Hypoglycaemia Symptoms**

- headache,
- trembling,
- looking pale,
- feeling hungry,
- sweating,
- lethargy,
- crying,
- being irritable,
- hunger; or
- feeling/acting confused.

Generally, specific action to manage any systems will be set out in the children's medical management plans. However, where the plan does not specify actions the following will occur—

- Support the child to ingest some sugar,
- The child will be directed to rest (must be actively monitored),
- The service will phone parents.

Symptoms of **severe hypoglycaemia** include being:

- extremely drowsy or disorientated and completely refusing food,
- unconscious,
- having a fit/convulsion, or
- unresponsive.

Any child presenting with these symptoms will require emergency medical attention. The Nominated Supervisor (or Responsible Person or any relevant educator) will respond by calling **emergency services (000)** for an **ambulance** immediately. Relevant first aid practices will be used in the absence of emergency service advice and/or treatment.

Hyperglycaemia (hyper) occurs when blood sugar levels are too high. It can be caused by not enough insulin administered, eating too many carbs, stress, hormones, weather and physical activity.

### **Hyperglycaemia Symptoms**

- Feeling excessively thirsty,
- Frequently passing large volumes of urine,
- Feeling tired,
- Blurred vision,

Actions to manage this should be outlined in management plans. It is likely that the child will require medication. Educators must follow medication administration policies and authorisations in this instance.

Where diabetic management is required, the service will ensure that educators are adequately and appropriately trained in the use of insulin injection devices (syringes, pens, pumps) used by children at the service with diabetes. In the event of major concerns regarding insulin levels of a child, the Nominated Supervisor (or Responsible Person or any relevant educator) will respond by calling **emergency services (000)** for an **ambulance** immediately.

## Children's Self-administering Medication (Regulation 90 (2)&(3))

Southport State School OSHC allows for children to self-administer medication, subject to the following—

- The parents must have provided the relevant authorisation via a medication permission form.
- The child must have the capacity to safely administer the medication.
- An agreed plan around the transportation of medication, including ensuring they are always in attendance must be approved by Southport State School OSHC.

This information about the symptoms and actions to be taken to support a child will be detailed in the child's medical management and risk-minimisation plan. Plans for the management of medication must also outline how the storage of the medication will be secure, safe and accessible. Children cannot attend Southport State School OSHC without access to required medication.

Despite authority to self-administer, educators should be aware of any relevant signs and symptoms or schedules relating to a child's medication administration. Where relevant, educator should prompt/remind children to administer their medication on this basis.

### Protocols for Self-Administration

Where a child intends to self-medicate, they must:

- Inform an educator of their intention to take medication
- Collect the medication from where it has safely been stored

Educators will then:

- supervise the child who is self-administering medication/s
- ask the child when medication was last administered (and record this information)
- ensure each child follows all administration of medication, health and hygiene procedures.

### Self-Administration Records (Regulation 90 (3))

Southport State School OSHC will record all instances of supervised self-administration of medication. [A self-administration record will be kept for the child](#). Details of the date, time and dosage of the medication administration will be recorded by the educator who witnessed the administration.

A copy of the self-administration record can be provided to the parent at any time.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- Education and Care Services National Law:
  - s.167 Offence relating to protection of children from harm and hazards
  - s.172 Offence to fail to display prescribed information
  - s.175 Offence relating to requirement to keep enrolment and other documents
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.90 Medical conditions policy
  - R.91 Medical conditions policy to be provided to parents
  - R.92 Medication record
  - R.93 Administration of medication
  - R.94 Exception to authorisation requirement—anaphylaxis or asthma
  - R.95 Procedure for administration of medication
  - R.96 Self-administration of medication
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.161 Authorisations to be kept in enrolment record
  - R.162 Health information to be kept in enrolment record

- R.168 Education and care service must have policies and procedures
- R.170 Policies and procedures to be followed
- R.173 Prescribed information to be displayed
- R.171 Policies and procedures to be kept available
- R.174 Time to notify certain circumstances to Regulatory Authority
- R.174A Prescribed information to accompany notice
- **National Quality Standard:**
  - QA2 – Children’s health and safety

#### **Additional Regulatory Context and Guidance**

- Anti-Discrimination Act 1991 (Qld)
- Food Act 2006 (Qld)
- Privacy Act 1988 (Cth)/Information Privacy Act 2009 (Qld)
- Medicines and Poisons (Medicines) Regulation 2021 (Qld)
- NHMRC - [Staying healthy: Preventing infectious diseases in early childhood education and care services](#)

## Related Policies and Procedures

[2.7 Infectious Diseases](#)

[2.8 Hygiene, Health and Wellbeing Practices](#)

[2.10 Medication Administration](#)

[2.13 Emergency Evacuation, Lockdown and Drills](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.7 Managing Notifications](#)

## Appendices and Forms

[Medical Risk Minimisation and Communication Plan](#)

[Medication Administration and Authority Form](#)

Policy 2.9 Medical Conditions in Children				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.9-2024/1 - Combined previous policies 4.5 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.10 Medication Administration

### Policy Statement

In the support of children and their health and medical needs, the administration of medication can be necessary for providing care. Southport State School OSHC is committed to upholding a high standard of safety in managing the medical needs of children. In the interests of the health and wellbeing of the children and compliance with legislation, Southport State School OSHC will only permit medication to be given to a child if it is in its original packaging with a pharmacy label attached.

Self-administration of medication will be facilitated in working collaboratively with parents/caregivers. Self-administration of medication is only authorised with written authorisation from the parent/caregiver.

A copy of this policy is to be provided to the parent/caregiver where there is awareness that the child has a specific health care need, allergy or other relevant medical condition.

Southport State School OSHC will also follow all legislative requirements in the instances of administration of prescribed medicinal cannabis to a child at Southport State School OSHC.

### Definitions

**Prescribed Medication including Oral Medication** – this includes any medication, cream, lotion, powder prescribed by a medical practitioner as well as any over the counter and homeopathic products which are taken orally, and other products applied in the mouth which may be ingested.

**Over the Counter Creams, Lotions and Powders** – this includes any substance applied to the skin which is NOT prescribed by a medical practitioner. Applies to over-the-counter substances only and includes specific sunscreens, mosquito repellent, antiseptic creams and cosmetic creams.

**Emergency and Long-Term Medication** – this is medication which is kept at Southport State School OSHC for use in an emergency or ongoing manner. It includes Epi-Pens and Asthma Inhalers. These forms must be completed by a Medical Practitioner and be accompanied by a Medical Action Plan completed by a medical practitioner and Medical Risk Minimisation and Communication Plan.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Establish practices that support the needs of children and uphold safety in the administration of medication.</li><li>• Ensure Southport State School OSHC has suitable facilities for the storage of medication.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• To collaborate with families to ensure children's health and medical needs are supported including the establishment of practices to ensure safe transportation.</li><li>• Ensure educators are aware of their role and duties in supporting the administration of medication for children.</li><li>• Ensure establish practices are maintained and report issues to the Southport State School P&amp;C Association and address concerns with families.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Support the safe administration of medication for children, including medication is labelled, transported and stored correctly.</li><li>• Witness medication administration including documenting correct dosage, labelling and child's identity.</li></ul>

## Procedures

### Permission/Authority (Regulation 92-93)

Upon enrolment, parents and families are provided with information explaining the expectations for notifying Southport State School OSHC of health, medical or other relevant care needs, including any changes to these. Parents can communicate the need for children to be administered medication at any time during the child's enrolment at Southport State School OSHC – either for ongoing requirement or for a fixed time.

A parent (or persons with relevant authority named in the enrolment form) are required to complete a [Medication Authority and Administration Form](#) when medication needs to be administered by or at Southport State School OSHC. Within the Medication Authority, parents (or other relevant authorised person) will be required to advise:

- Name(s) of medication(s) to be administered:
- Time and date the medication(s) were last administered
- The time and date [or the circumstances under which,] the medication should be next administered.
- Dosage of medication to be administered
- Method (e.g. oral) medication to be administered
- Any additional instructions or information (i.e. medication required to be refrigerated).

Additionally, the record is required to contain:

- The name of the child
- The signature of the parent (or person named in the enrolment records) authorising the administration of the medication

### Administration of Medication (Regulation 93 & 95)

**Except for an emergency, staff members will only be permitted to administer medication to a child if it is:**

- In its original package/container
  - Where the medication is prescribed - with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period
  - Where over-the-counter medication - bearing the original label and instructions and before the expiry or use by date
- Has been authorised by a parent (or person named in the child's enrolment form),
- In accordance with the details outlined in the Medication Authority and Administering Form completed by the parent (or person named in the enrolment form).
- In accordance with any written or verbal instructions provided by a registered medical practitioner

All medication will be administered by the Nominated Supervisor/Responsible Person or a delegated educator nominated by the Nominated Supervisor or Responsible Person. An additional educator will also be required to witness the administration of medication.

Administration of medication will be recorded in a [Medication Authority and Administration Form](#). The person administering medication and the witnessing educator must complete the following details:

- the dosage that was administered
- the method/manner in which the medication was administered
- the time and date the medication was administered
- the name and signature of the person who administered the medication
- the name and signature of that educator who witness the medication administration.

It must be witnessed and checked by another educator who must check

- Right Child
- Right Dose
- Right Medication



- Right Time
- Right Form

Upon collection of the child from Southport State School OSHC, the parent will be informed of the medication being administered and sign the record to acknowledge this notice.

All medical authorisations/authorities and/or administration records will be stored securely with the child's enrolment records (see [7.6 Privacy and Confidentiality of Records](#)).

## Emergency Administration of Medication (Regulation 93-95)

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In the case of an emergency, authorization to administer medication can be given verbally, when:

- a parent (or a person named and authorised in the child's enrolment record) consents to administration of medication; or
- if a parent (or person named in the enrolment record) cannot reasonably be contacted in the circumstances, a registered medical practitioner or an emergency service.

Where medication is administered in an emergency, the Nominated Supervisor/Responsible Person must notify the parent of the child as soon as practicable. Written notice (an [Incident, Illness, Injury or Trauma Report](#)) must be supplied to a parent (or other authorised person) as soon as practicable (but within 24 hours)

### Anaphylaxis or Asthma Emergency

- Medication may be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency.
- Where emergency anaphylaxis or asthma medication has been administered to a child, the Nominated Supervisor/Responsible Person must notify the parent of the child and emergency services as soon as is practicable.

Where medication is administered to a child in an emergency, steps contained in [2.4 Incident, Illness, Injury or Trauma](#) may be required, including but not limited to reporting and notifying the incident (also see [7.7 Managing Notifications](#))

## Medication Storage and Transport

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### Storage

Unless subject to self-administration procedures, all medication will be stored in a locked cupboard or lockable refrigerated container. Storage should prevent unsupervised access and/or contamination to medicines.

Educators must always have access to emergency medication – it must not be locked away but must be stored out of the reach of children, refer to [2.9 Medical Conditions Policy](#).

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

### Transporting Medication

The Nominated Supervisor (or Responsible Person) will discuss with parents and agree to relevant plans for the safe transportation of medication. Ideally, all medication will be transported in the care of a responsible adult. All transportation must uphold Southport State School OSHC's commitment to the safety and protection of children.

Any medication no longer required to be administered to the child will be returned to the parent.

## Children's Self-administering Medication (Regulation 90 (2)&(3), 92 & 95- 96)

See [2.9 Medical Conditions in Children Policy](#)

Southport State School OSHC can permit children over preschool age to self-administer medication, however, the relevant authority form must be completed by the parent (or authorised nominee), prior to the child administering the medication. Southport State School OSHC will consider all relevant risks when permitting the self-administration of medication, including but not limited to, storage, access and transportation.

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

Educators will supervise children who are self-administering medications to promote consistency and ensure the welfare of all children using Southport State School OSHC. Educators will ensure each child follows all administration of medication, health and hygiene procedures and record all instances of supervised self-administration of medication as per the procedures articulated within this policy.

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

### Administering Medicinal Cannabis

Medicinal cannabis as prescribed by a medical specialist, or general practitioner in consultation with a medical specialist, may be administered by staff members to a child attending Chancellor OSHC following authorisation in writing from the Southport State School P&C Association.

For a child attending Southport State School OSHC who has been prescribed medicinal cannabis a Medicinal Cannabis Management Plan signed by a specialist or general practitioner must be provided. The plan must include:

- Details of safe storage.
- Details of administration.
- Risk assessment for holding and administering medicinal cannabis and how these risks will be managed.

Additionally, the Medication Form will be completed by the parent/authorised nominee. The medicinal cannabis as prescribed for administration to a child must be stored in a locked storage receptacle so as not to be in breach of National Regulation 82

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- Education and Care Services National Law:
  - s.167 Offence relating to protection of children from harm and hazards
  - s.175 Offence relating to requirement to keep enrolment and other documents
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.90 Medical conditions policy
  - R.91 Medical conditions policy to be provided to parents
  - R.92 Medication record
  - R.93 Administration of medication
  - R.94 Exception to authorisation requirement—anaphylaxis or asthma
  - R.95 Procedure for administration of medication
  - R.96 Self-administration of medication

- R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.161 Authorisations to be kept in enrolment record
  - R.162 Health information to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
    - QA2 – Children’s health and safety
    - QA4 – Staffing arrangements
    - QA6 – Collaborative partnerships with families and communities.
    - QA7 – Leadership and Management

#### **Additional Regulatory Context and Guidance**

- Health (Drugs and Poisons) Regulation 1996
- Public Health (Medicinal Cannabis) Act 2016

## Related policies and procedures

[2.7 Infectious Diseases](#)

[2.8 Hygiene, Health and Wellbeing Practices](#)

[2.9 Medical Conditions in Children](#)

[2.13 Emergency Evacuation, Lockdown and Drills](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.7 Managing Notifications](#)

## Appendices and Forms

[Medical Risk Minimisation and Communication Plan](#)

[Medication Administration and Authority Form](#)

Policy 2.10 Medication Administration				
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2.10-2024/1 - Combined previous policies 4.6 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.11 Sun Safety

### Policy Statement

Southport State School OSHC's sun safety policy is to ensure that all children attending Southport State School OSHC are protected from the harmful effects of the sun (UV radiation) and we recognise the opportunity to promote and establish excellent health and safety practices for children. Southport State School OSHC views its sun safety practices as a chance to form good life-long habits and educate children about sun smart behaviour. Likewise, Southport State School OSHC expects that all children, staff and visitors attending Southport State School OSHC are protected from skin damage caused by harmful UV radiation from the sun and will follow Southport State School OSHC procedures.

The rationale for this policy was provided by the Queensland Cancer Council and is consistent with their Sun Smart Policy Guidelines for Education and Care Settings. Our sun safety policy ensures the approach is integrated – there is alignment between procedures, the program and the environment.

The scope of our sun-safe practices is intended to support–

- all children, educators and staff are protected from damaging to UV radiation,
- the outdoor environment provides shade for children, educators and staff,
- children are encouraged and supported to develop independent sun protection skills; and
- compliance with regulatory requirements, and workplace health safety responsibilities.

Due to our location and the sustained levels of UV radiation throughout the year, our sun-safe practices are adopted all year round, regardless of season. The dominant guide for the level of sun protection is the relative UV rating. Southport State School OSHC will ensure proportionate sun protection is utilised where the UV rating is above Level 3 or more.

Where activities are held outdoors, Southport State School OSHC will maximise the opportunity to access shade. Where shade is unavailable (i.e., excursions), higher levels of sun protection will be adopted.

Families are required to meet their responsibilities, including their child is equipped with the appropriate sun safe items for the activities (hats, sleeved shirts etc.). These expectations may vary based on session of care (i.e., vacation care) and the nature of activity (i.e. swimming). Parents will be kept fully informed of specific requirements. At a minimum, hats must be brought to every session of care.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure plans and routines support children sun safe behaviours and education.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Ensure practices are role-modelled and followed by all children, educators and visitors.</li><li>• Ensure suitable resources and equipment is available and accessible (spare hats, sunscreen etc.).</li><li>• Ensure the routine and program identified opportunities to reduce exposure to high-levels of UV radiation.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Encourage and educate children on safe sun practices.</li><li>• Role-model desired behaviours.</li><li>• Address instances Southport State School OSHC policies are not being followed through supportive interactions.</li></ul>

## Key Tasks and Responsibilities

Monitoring UV Rating	The Nominated Supervisor or Responsible Person will be responsible for understanding the relevant times of high-risk UV ratings to enforce sun safety measures.
Supervising Sun Safety	All educators are responsible for modelling sun-safe practices and be wearing a hat while outdoors. The Nominated Supervisor or Responsible Person will ensure educators are enforcing expectations for sun safety and that children are using the relevant sun safe measures.

## Procedures

### Understanding Daily UV Rating

Southport State School OSHC will monitor daily UV rating times via the Bureau of Meteorology website ([Australia's official weather forecasts & weather radar - Bureau of Meteorology \(bom.gov.au\)](https://www.bom.gov.au)) with the Nominated Supervisor being aware and communicating the specific times the level of sun protection is required. A display of the UV index will be available in the OSHC office. For periods of the day at or above UV Level 3, sun-safe practices must be strictly followed.

### Requirements for Sun Safety

#### Practices for UV Rating 1 and 2

Some form of sun protection (typically shade or hats), to promote embedded sun-safe behaviours, will be expected when UV ratings are at non-damaging levels. This expectation is balanced with the benefits of physical activity.

#### Practices for UV Rating 3 and above

Southport State School OSHC will adopt proportionate sun-safe measures where UV ratings are at potentially damaging levels. Generally, this will mean multiple sun-safe measures appropriate to the circumstance.

The utility and school expectation of wearing a hat means that it is a requirement for outdoor play during sun protections times (UV Rating of Level 3 or more).

Where UV ratings are Level 6 (high) and above, **all accessible sun-safe measures** will be expected to be used.

Sun Safe Measure	Directions
Hats	<ul style="list-style-type: none"><li>• <b>No hat – no outdoor play</b> (where there is a risk of sun damage) will be enforced. Children without a hat can play in shade where UV Rating are Level 1 or 2.</li><li>• Children must bring their own hats to Southport State School OSHC . However, in emergency cases only, spare hats are available. Borrowed hats must be placed in OSHC laundry basket at the end of the session.</li><li>• Wide-brimmed or bucket hats are the preferred hat. Caps will be accepted during vacation when sunscreen is also applied.</li></ul>
Shade	<ul style="list-style-type: none"><li>• Where possible, educators will operate outdoor activities, including excursions, in shaded areas.</li><li>• The availability of shade is considered when planning all outdoor activities.</li><li>• Children are encouraged to choose and use available areas of shade when outside.</li><li>• Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns.</li><li>• Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.</li></ul>

Sunscreen	<ul style="list-style-type: none"> <li>Children and staff will be provided with minimum SPF30 sunscreen. Parents can supply a suitably alternative (e.g. where a child is sensitive to sunscreen).</li> <li>All sunscreen will be applied as per manufacturer's directions, including time before entering sun and re-applying.</li> <li>Sunscreen must be worn for outdoor activities between 10am and 3pm or where UV Levels are 6 or above.</li> <li>Generally, children will be expected to apply their own sunscreen with the supervision of educators. Assistance from educators may be offered, where required.</li> </ul>
Clothing	<ul style="list-style-type: none"> <li>Children and staff must wear a top with sleeves to Southport State School OSHC – ideally, covering as much skin as possible.</li> <li>Singlets or sleeveless tops are not permitted. Spare shirts with sleeves are available in spare clothing drawer in case of emergency.</li> </ul>
Swimwear	<ul style="list-style-type: none"> <li>For swimming and water play activities, a sleeved swim top (i.e. a rashie) must be worn over swimwear that does not cover an equivalent area. A Lycra top is preferred option.</li> </ul>
Sunglasses	<ul style="list-style-type: none"> <li>The use of sunglasses is accepted (where children/parents wish these to be worn). However, Southport State School OSHC recognises sunglasses often aren't practical for children.</li> </ul>

## Supporting Sun Safety and Policy Compliance

Southport State School OSHC, where possible, will attempt to have spare items available. When parents do not provide appropriate clothing and equipment for children, the first step is for the Nominated Supervision/Responsible Person to have a gentle 'prompting' conversation with the parent. Where this does not impact a change, the Nominated Supervisor will correspond formally with the parent to address the concerns. Ongoing enrolment is subject to parents complying with Southport State School OSHC's expectations for health and safety.

### Role-Modelling

Educators will ensure that all personnel including themselves, children and visitors attending Southport State School OSHC are protected from the harmful UV effects of the sun during periods of increase UV rating. This includes adopting the same practices expected of children. Educators will be supplied with hats as part of the uniform and are expected to wear them while outdoors.

### Excursions and Swimming Activities

Potential exposure of UV radiation will form part of Southport State School OSHC's risk assessment. Where possible, plans for access to shade will be created. However, Southport State School OSHC recognises that there are often limitations during these types of activities. Where shade is not readily available, Southport State School OSHC will mitigate risks by selecting more appropriate times of the date (where possible) or using strictly using all available sun protection measures (hats, sunscreen, appropriate clothing/swimwear).

### Promoting Learning and Skill Development

Opportunities to incorporate sun protection into the program will be continually explored. Displays will reinforce the expectations and positive sun-safe messaging.

Children are encouraged to be involved in initiatives to promote and model sun protection measures at Southport State School OSHC including taking leadership roles in managing sun protection e.g. accessing daily UV levels and sun protection times, hat reminders and management of sunscreen

## Physical Environment – Quality Improvement

Southport State School OSHC will continue to explore opportunities to enhance the environment for additional shade. Where aspects of the environment are in the control of Southport State School OSHC (i.e. use), the most sun-safe option to carry out activities will be selected.

Collaboration with the school to seek further development of shaded play spaces to enhance the environment will be continually explored.

## Engaging Families and the Community

Enrolment information will provide information around Southport State School OSHC's Sun Safety Policy. Parents wishing further information can contact one of Southport State School OSHC's leaders.

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

Where possible, alignment with school expectations will be sought, to ensure a consistent message and expectation for children.

The sun safety policy will be reviewed periodically with children, staff, parents and the Southport State School P&C Association.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.114 Outdoor space—shade
  - R.155 Interactions with children
  - R.161 Authorisations to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA6 – Collaborative partnerships with families and communities

### Additional Regulatory Context and Guidance

- [Cancer Council Queensland's SunSmart Policy Guidelines – Early Childhood Cancer Council Australia](#)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[1.4 Excursions](#)

[2.1 Providing a Child Safe Environment](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[2.5 Administration of First Aid](#)

[2.6 Water Safety](#)

[2.9 Medical Conditions in Children](#)

[6.4 Acceptance and Refusals of Authorisation](#)

Policy 2.11 Sun Safety				
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## 2.12 Safe Food Handling, Preparation and Storage (Food Safety Program)

### Policy Statement

Southport State School OSHC recognises the need for effective food handling and storage practices to ensure that the food provided is safe for consumption. Southport State School OSHC recognises its obligation to ensure foods prepared and provided must be done so in a way that is safe for children in our care. All food served is to be handled, prepared and stored in a manner that is consistent with quality food handling and storage guidelines, including the Australian and New Zealand Food Standards Code and other relevant guidelines including Staying Healthy in Childcare.

### Safe Food Handling Practices

Southport State School OSHC has strict procedures to ensure food prepared, stored and served by Southport State School OSHC upholds food safety standards, with a food safety program implemented to ensure this outcome. While the food safety program covers the entirety of Southport State School OSHC's food handling practices, a key focus is around the safe preparation and storage of potentially hazardous food items, which are—

- Foods that must be kept at a particular temperature to minimise the growth of food poisoning bacteria that may be in the food, or to stop the formation of toxins.
- These types of food are typically protein-rich foods (such as meat, dairy products), processed fruit and vegetables. and previously cooked food.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Establish sound food handling, preparation and storage procedures.</li><li>• Ensure facilities and equipment support the safe preparation, handling and education of food.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Monitor and support safe food handling practices.</li><li>• Coordinate with the Southport State School P&amp;C Association to ensure the practices and equipment meets the needs of Southport State School OSHC and children.</li><li>• Ensure educators are provided with suitable training and instruction to handle food as described in the outlined procedures.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure procedures are followed at all times.</li><li>• Support children in preparing and handling food to guide learning, development and safe practices.</li></ul>

### Procedures

#### Food Safety Program

##### Purchasing Food and Receiving Food Items

Southport State School OSHC will purchase food products from reputable food businesses. Ideally, suppliers will be limited to those who services and products have been found to be reliable. Where alternative arrangements are needed, products will be sourced from appropriately licenced food businesses.

Largely, products are delivered to Southport State School OSHC from the supplier. When products are purchased and are delivered, the following conditions must be met:

1. Food should be covered or packaged (without damage) on arrival.
2. The staff member collecting the food or products should inspect to ensure no food or product is spoiled, has damaged packaging or past used-by date.
3. The staff member should check the temperature of the food including –
  - a. Chilled food is at or below 5°C,
  - b. Frozen foods are hard (not partly thawed), or

4. Food not meeting these requirements should be rejected.
5. The food or product should be immediately placed in the appropriate storage location –
  - a. Freezer for frozen foods,
  - b. Fridge for chilled foods, or
  - c. Pantry for shelf-stable foods.

## Food Storage

Food must be stored in an appropriate environment to protect it from contamination and to maintain the safety and stability of the food including:

Dry Storage (pantry/cupboard)	<ul style="list-style-type: none"> <li>• Educators to inspect for signs of pests and the premises is regularly treated by a licensed pest controller.</li> <li>• Opened packaged products are stored in clean, sealed food grade containers (or re-sealable packaging).</li> <li>• Products are rotated and weekly inspections identify out-of-date stock.</li> <li>• Food is stored in accordance with manufacturer's specifications</li> <li>• Ensure that chemicals are stored away from food stock.</li> <li>• Do not overcrowd the storage area. Food must be stored off the floor.</li> </ul>
Cold Storage (fridge)	<ul style="list-style-type: none"> <li>• Temperature checked and recorded daily with a thermometer to ensure below 5°C.</li> <li>• All potentially hazardous foods stored in a clean and covered food grade container or wrapped in a protective covering.</li> <li>• Fridge should not be overcrowded.</li> <li>• Raw foods must be separated from cooked or ready-to-eat foods. With ready-to-eat foods stored above raw foods.</li> <li>• All items will be clearly labelled to include:               <ul style="list-style-type: none"> <li>• food items name,</li> <li>• date opened,</li> <li>• use by/expiry/best before date; and</li> <li>• any other relevant instruction</li> </ul> </li> </ul>
Frozen Storage (freezer)	<ul style="list-style-type: none"> <li>• Frozen food needs to be stored frozen hard (not partially thawed).</li> <li>• Frozen food must be stored and covered in clean containers. It should be clearly labelled and dated to allow for stock rotation.</li> <li>• Frozen storage areas must not be overcrowded.</li> </ul>

All food items kept in the pantry, freezer or refrigerator will have the use by date checked prior to the food item being used in preparation. Food is discarded when stored outside of these requirements (contaminated, incorrect temperature, out-of-date etc).

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

### Food Brought to the Service

- Parents/guardians will be provided with information, through the enrolment and orientation process, relating to storage of lunch boxes during vacation care.
- Any issues will be addressed and planned with each individual family directly.

## Thawing

Thawing potentially hazardous food may pose a food safety risk if the temperature of the food is between 5°C and 60°C during thawing, allowing food poisoning bacteria to grow. All thawing of frozen food will be planned and either occur via the fridge or microwave.

### Controls for thawing

- Thaw raw frozen food on a shelf in the fridge below ready-to-eat food.
- Keep all food protected, covered, wrapped or in a food grade container while thawing,
- Do not re-freeze thawed food,

- small portions of raw frozen meat and fish may be able to be safely cooked without complete thawing, however, large portions of food should be completely thawed before cooking.

Discard thawed potentially hazardous food that has been:

- left to stand at above 5°C for more than four (4) hours.
- contaminated during thawing.
- frozen more than once.

## Preparation and Handling

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When preparing and handling food, there is risk of contamination and bacteria causing food-borne illness. There are three main hazards which are controlled during food preparation –

- Biological – bacteria growing to unsafe levels.
- Physical – things like dirt, hair, glass or other food product entering meals.
- Chemical – things like cleaning products etc. contaminating food.

Southport State School OSHC's safe food handling practices address these risks—

1. Food handlers will have appropriate skills and knowledge for each food preparation task.
2. Clean and inspect food preparation surfaces, equipment and utensils before use.
3. Wash hands properly before starting food handling.
4. Ready-to-eat food is kept apart from raw ingredients during preparation, including:
  - a. Fruit and vegetables intended for immediate consumption must be washed before preparing, including those where the skin is not intended to be eaten.
  - b. Use separate utensils and cutting boards when preparing raw food and ready-to-eat food. Washing, sanitising and thoroughly drying cutting boards and utensils between use.
5. Minimise the time that potentially hazardous food is above 5°C and return food to the refrigerator during any break in preparation.
6. Wiping cloths should be replaced daily and cleaned, rinsed and dried between uses.
7. Throw away single use items after one use.
8. Any food contaminated by dirty equipment or other cross-contamination is thrown away.

## Cooking

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Hot food must be fully cooked to a sufficient temperature to achieve a safe temperature for consumption. Potentially hazardous foods, which are not fully cooked, will not be safe to eat, as bacteria will not be killed;

For hot foods, the food handler must use a thermometer to check the internal temperature has reached **a minimum of 74°C**. If the temperature in the centre of the potentially hazardous food does not reach at least 74°C, continue cooking until the internal temperature is achieved.

### The 2 hour/4 hour guide

Maintain potentially hazardous food at a temperature of 5°C or below or 60°C and above. If food is kept between 5°C and 60°C, this temperature must be monitored and recorded.

- Potentially hazardous food that has been kept between 5°C and 60°C for **less than two hours** must be **refrigerated or used immediately**.
- Potentially hazardous food that has been kept between 5°C and 60°C for **longer than two hours but less than four hours** must be **used immediately**.
- Potentially hazardous food that has been kept between 5°C and 60°C for **longer than four hours** must be **thrown out**

## Cooling Food

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Hazardous food that is intended to be cooled and used later, needs to reach a temperature of 5°C or colder as quickly as possible. There may be food poisoning bacteria in the food even though it has been cooked. Faster cooling times limit the time when these bacteria are able to grow or form toxins.

When cooling cooked potentially hazardous food, cool the food within the following timeframes:

- from 60°C to 21°C within two hours; and
- from 21°C to 5°C within a further four hours.

This means you have a maximum of six hours to cool food from 60°C to 5°C or below.

To chill food quickly, break it up into smaller portions in shallow containers. Care must be taken to not to contaminate the food as this is done.

if the above cooling times and temperatures have not been reached, the food must be thrown away. Discard any potentially hazardous food that may have been contaminated during cooling.

## Reheating and Hot Holding

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If you reheat previously cooked and cooled potentially hazardous food, you must reheat it rapidly to 60°C or hotter. Meaning that food must be reheated **to 60°C within a maximum of two hours**. The temperature of reheated potentially hazardous food must remain at 60°C or above.

Potentially hazardous food that has been cooked and cooled must only be reheated once

Hot holding equipment (such as a bain marie) should never be used to cook or reheat food. Do not overload hot holding equipment and ensure the temperature setting keeps the food at or above 60°C

When re-stocking potentially hazardous food in hot holding equipment, never add new batches of food to old batches of food, remove the old batch and replace with new batch.

## Allergens

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Certain foods can cause some people to have an allergic reaction which can vary in severity from mild upsets to severe anaphylactic reactions. It is important food handlers are able to identify which products contain allergens.

Food handlers should be aware of sensitivities, especially children whose severity is significant and ensure their meals are prepared separately.

## Cleaning Program

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Anything that comes in contact with food must be cleaned and sanitised after use, with a commercial sanitiser (following the manufacturer's instructions) including (but not limited to):

- Plates and bowls
- Utensils for preparing and serving food
- Cutting boards
- Preparation benches
- Storage containers

### Steps for cleaning utensils and equipment

1. **Pre-clean:** scrape, wipe or sweep away food scraps and rinse with water,
2. **Wash:** use hot water and detergent to take off any grease and dirt. Soak if needed,
3. **Rinse:** rinse off any loose dirt or detergent foam,
4. **Sanitise:** use a sanitiser to kill any remaining germs (read sanitiser's instructions to see if a second wash is required); and
5. **Dry:** allow to drip-dry if not possible, dry with paper towel or a clean tea-towel (and wash after each use).

Items and areas which do not come in contact with food only need to be washed with detergent, using the following schedule —

Floors, rubbish bins, used equipment	Daily
Fridge, microwave, hot holding equipment, cupboards and shelves	Weekly
Freezer	Monthly
Windows, walls, ceilings, ovens	Quarterly

Immediate cleaning is necessary for spills and potential hazards.

Southport State School OSHC will ensure regular pest and vermin maintenance is conducted to prevent contamination.

## Safe Food Handling Training

The Nominated Supervisor will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures, including induction processes to inform educators on Southport State School OSHC's practices for food safety.

Food safety and food hygiene training will be provided through such means as external workshops, in-service workshops, induction, in-house training, and workplace documents displayed to feature food safety responsibilities and requirements in accordance with Southport State School OSHC's food safety plan.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.77 Health, hygiene and safe food practices
  - R.78 Food and beverages
  - R.79 Service providing food and beverages
  - R.80 Weekly menu
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements

### Additional Regulatory Context and Guidance

- Food Act 2006 (Qld)
- Australia and New Zealand Food Safety Standards
- Australian dietary guidelines - National Health and Medical Research Council's
- Queensland Education's Smart Choices strategy

## Related Policies and Procedures

### [1.1 Educational Program Development and Implementation](#)

- [1.6 Food and Nutrition](#)
- [2.1 Providing a Child Safe Environment](#)
- [2.9 Medical Conditions in Children](#)
- [3.1 Space and Facilities Requirements](#)
- [4.7 Fit for Work](#)
- [7.4 Leading Compliance and Quality Assurance](#)
- [7.13 Workplace Health and Safety](#)

Policy 2.12 Food Handling, Preparation and Storage (Food Safety Program)				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.12-2024/1 - Combined previous policies 5.1 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.13 Emergency Evacuation, Lockdown and Drills

### Policy Statement

The emergencies and evacuation policy is designed to ensure the safety and wellbeing of all individuals within the facility, particularly children, in the event of an emergency. The policy outlines the clear and systematic procedures to be followed when an immediate response is required due to a threat, either from an internal or external source. The purpose of such a policy is to manage the risk of harm effectively, safeguarding everyone in and around Southport State School OSHC's physical location.

Southport State School OSHC's emergency plans have been developed from sound risk assessment of potential emergencies relevant to OSHC. The procedures derived from the risk assessment set out actions and responsibilities for—

- Emergency evacuation.
- Lockdown.
- Responding to a bomb threat.

The policy also captures the management and integration of these emergency plans, including training and drills for both evacuation and lockdown, ensuring that children and educators are familiar with the procedures and know their roles and responsibilities. This preparation is crucial for ensuring a swift, coordinated response during a real emergency.

Southport State School OSHC recognises the timely and controlled response to emergency events, such as a fire, bomb threat or lockdown contributes significantly to upholding the safety and wellbeing of children, staff and any other relevant individuals onsite. Southport State School OSHC is committed to ensuring safety of all relevant persons through sound preparation, rehearsal, evaluations and the actual undertaking of an emergency response.

The scope of this policy and procedure applies to both the:

- the response to emergency events while on the school premises
- the ongoing review, preparation and development of risk-assessed responses to emergency events

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensuring policy and procedure provide all staff are instructed and trained in the emergency evacuation and lockdown plans.</li><li>• Ensure emergency evacuation action plans have been developed through risk-assessment practices that identify potential emergencies.</li><li>• Ensuring plans are displayed in a prominent location near entry and exit points.</li><li>• Ensure emergency and evacuations plans are rehearsed and documented.</li><li>• Ensure processes are developed to monitor the function and working order of fire equipment.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Support the Southport State School P&amp;C Association in facilitating the collaborative ongoing review and development of emergency and evacuation plans.</li><li>• Instruct all new staff and/or volunteers of the emergency and evacuation plans.</li><li>• Ensure the relevant drills are undertaken in accordance with Southport State School OSHC's procedures.</li><li>• Communicate emergency drill evaluations and any identified concerns to the Southport State School P&amp;C Association.</li><li>• Ensure Southport State School OSHC environment is maintained to support the safe response to emergency events (doorway are kept clear, workplace health and safety items addressed) and that plans and resources are maintained and displayed as outlined in the procedure.</li><li>• Monitor and regularly coordinate the maintenance of fire safety equipment.</li></ul>
Responsible Person in Charge	<ul style="list-style-type: none"><li>• Initiate and lead the emergency evacuation or lockdown response including undertake drills as required.</li></ul>



	<ul style="list-style-type: none"> <li>• Provide feedback and guidance to staff and children of their response to emergency and evacuation drills.</li> </ul>
All Staff	<ul style="list-style-type: none"> <li>• Respond to hazards or potential signals or an emergency event</li> <li>• Immediately alert other staff of the emergency situation.</li> <li>• Support children and other individuals onsite to follow the emergency and evacuation plans.</li> <li>• Understand your role and responsibilities in an emergency or evacuation response.</li> <li>• Participate in planning and review of emergency plans and drills.</li> </ul>

## Key Tasks and Responsibilities

Emergency Plans	The Southport State School P&C Association is responsible for ensuring plans have been created from a risk assessment. The Nominated Supervisor will collaborate with the Southport State School P&C Association to refine and develop plans as needed.
Inspections for a Safe Environment	Educators will support the Nominated Supervisor by carrying out daily inspections that ensure the safe egress or ingress to assembly areas, should they be required.
Carrying out Evacuation or Lockdowns	The Nominated Supervisor or Responsible Person will lead the emergency evacuation or lockdown response including leading drills. Educators follow their responsibility to gather and transition children to safety and carry out any other support tasks required. Educators will also play a key role in alerting others to the emergency.
Documentation	The Nominated Supervisor or Responsible Person will complete the relevant record for the rehearsal (drill) or in the event of an actual event, the relevant notification report.

## Procedures

As an outcome of emergency risk assessment, Southport State School OSHC has the following plans prepared for the event of an emergency:

- Emergency Evacuation Plan
- Lockdown Plan
- Bomb-Threat Response

All plans will be based on an assessment of hazards and the types of emergency situation that may arise, including the possible consequences and controls to manage the identified risks.

Plans will outline:

- Allocation of roles and responsibilities
- Lines of communication to coordinate the emergency response
- Activation of alarms and/or communication channels for staff
- Floor/site plans with clear identification of a safe route to assembly point
- Storage and access to role and emergency contact information
- Instructions on responding to hazard (i.e. use of fire equipment).

All staff are encouraged to inform the development of these plans. Consultation and feedback with educators will be sourced following each drill

The ongoing review, management and display/communication of these plans will be outlined in the procedures below.

## Emergency Evacuation

For emergencies where the source of the hazard is located inside or otherwise onsite (e.g. a fire, chemical spill, gas leak etc.) and children need to move away from the hazard, the Emergency Evacuation Plan will

be initiated. To maximise the continuity of emergency plans for children, Southport State School OSHC has an evacuation method consistent with school procedures.

### **Displaying Plans**

Emergency Evacuation Plans will be clearly displayed near the entrance of each room at Southport State School OSHC. In addition, a list of emergency telephone numbers will be clearly displayed within Southport State School OSHC.

### **Inspections of Egress and Equipment**

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

### **Priority is the Safe Evacuation**

In an emergency situation, the educator who first discovers the emergency will raise the alarm using Southport State School OSHC's emergency equipment. Attempts to extinguish fires will occur only if the fire is very small, and the person has been trained in using the fire equipment. As outlined in the evacuation plan, the priority is to evacuate.

The **Nominated Supervisor**, or in their absence the **Responsible Person in Charge** will lead the response.

### **Post Evacuation Care and Supervision**

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

In the event of prolonged waiting the Educators will attend to the needs of the children ensuring they are comfortable, and their needs are met.

## **Lockdown**

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A lockdown emergency response is initiated where the threat or hazard is in the external environment (a harassing parent/adult, dangerous person on/near premises) the Nominated Supervisor/Responsible Person in Charge will initiate the lockdown procedure. Unlike the emergency evacuation plan, the lockdown plan due to the discreet intention is not displayed, therefore rehearsal is an essential activity to ensure effective preparation.

### **Daily Inspections for a Safe Egress**

Educators must ensure that all entrances for buildings used in a lockdown are kept clear to enable a quick entry in the event of an emergency. The rooms selected for lockdowns are chosen based on their capacity to safely contain children and educators. The free ingress of entrances will be included on the daily safety checklists

### **Educator Response to Threats**

To remove any doubt, no staff member is to try to physically remove an unwanted or harassing individual.

## **Bomb Threat Response**

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### **Plan Kept Near Phone**

An action plan for the event of a bomb threat and a copy of the [bomb threat checklist](#) will be kept in an accessible location in the OSHC office.

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

- a) Time and date of the call,
- b) the wording of the threat,
- c) Other specific details.

The staff member ***should NOT hang up the phone***. Without alerting the caller indicate for another person implement an **emergency evacuation** of the building according to Southport State School OSHC's emergency evacuation procedure.

A staff member can then use a separate phone to **call 000** (police) to report the threat.

### **Managing Education and Care in an Emergency**

The Nominated Supervisor will be guided by Emergency Services at all times. Where the relevant authority has deemed it safe to return to the Southport State School OSHC premises, educators and children will return to the program, as was prior to the evacuation. Where it is not safe to return to the Southport State School OSHC premises, and there is no other suitable approved learning environment for the children to gather, the Nominated Supervisor will call parents to collect their child from the emergency assembly location at the earliest convenience.

The Nominated Supervisor will notify the Southport State School P&C Association and Regulatory Authority via [7.7 Managing Notifications Policy](#) and procedures.

### **Special Considerations**

In each type of emergency situation there is potential for children to be unaccounted for. Depending on when this is realised there are steps that must be taken to ensure that either all children are accounted for, or an investigation is underway to confirm the whereabouts of any unaccounted for child. If an unaccounted-for child is still considered missing when emergency services arrive they should be immediately notified of the situation.

## **Emergency Training and Induction**

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Before an educator or volunteer commences any duties, they are to know the steps carried out in a relevant emergency situation.

Relevant written induction materials set out the plans to be followed by educators, including the location of relevant alarms and communication methods. It is the responsibility of the Nominated Supervisor (or RP in their absence) to confirm any personnel commencing with Southport State School OSHC has had relevant instructions and can describe their duties.

## **Emergency Drills**

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Rehearsal of emergency evacuation and lockdown procedures will be carried out at least once a term. Both the emergency evacuation and lockdown drill will occur during a BSC session, ASC session, and at the beginning of each Vacation Care program. To maximise the exposure to the widest range of children, families and staff in attendance, a drill will occur on different days of the week. Emergency evacuation and lock down procedures are to be carried out by week 5 of each term. Documentation of these procedures is to be reported at the P&C Meeting in week 8 of each term. For Vacation Care, these procedures will be conducted during the first week of vacation care and the documentation must be reported at the P&C Meeting in week 3.

Each practiced drill will be documented and recorded by the Nominated Supervisor or Responsible Person in Charge using the [Emergency Drill Evaluation](#). These records will contain detail of:

- the names of:
  - staff members,
  - volunteers, and
  - children present on the day,
- and include the details of the person responsible for the drill

At the conclusion of a drill, relevant feedback and guidance will be provided to the children. Southport State School OSHC expects drills to be a positive experience for children and educators are to be encouraging in their tone when debriefing a drill.

Any issues identified in an emergency rehearsal will require the risk assessment to be reviewed. Any review will require endorsement from the Southport State School P&C Association. The Nominated Supervisor will be responsible for facilitating this procedure. All records of emergency drills will be maintained by the Nominated Supervisor.

## Communication with Families

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Notification of emergency evacuation and lockdown procedures being enacted, regardless of if a critical incident or a rehearsal drill, will be provided to families as soon as possible after the event.

## Quality Improvement

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Emergency plans will continue to be monitored for effectiveness. All staff are encouraged to inform the improvement of emergency plans over time. Consultation and feedback with educators will be sourced following each drill. Any concerns will be communicated to the Southport State School P&C Association along with the Nominated Supervisors plans to address these concerns

The risk assessment for emergency situations will be reviewed at least annually or as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from Southport State School OSHC.

Any review will require endorsement from the Southport State School P&C Association. The Nominated Supervisor will be responsible for facilitating this procedure. All records of emergency drills will be maintained by the Nominated Supervisor.

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## Evacuation Plan

### **Principles for Evacuation Plan Response**

- R** – Remove children and others from danger
- A** – Alert, call out in a loud voice, sound alarm and call 000
- C** – Confine the fire. Close doors and windows, if safe
- E** – Evacuate to the Assembly Area

<b>Steps to follow in the event of a fire or other relevant danger</b>		
<b>Step</b>	<b>Responsible Person</b>	<b>Instructions</b>
1	All educators	Maintain awareness of your location and scan for potential hazards. Identify hazard and determine type (I.e. fire, animal etc.)
2	Responding Educator	When a relevant emergency presents (fire etc), <b>sound alarm</b> to alert all students, teachers, educators, and service/site visitors.
3	All educators and children	<p>On hearing the alarm, every educator needs to prepare children to evacuate - muster all children located in their supervised area, directing them to gather (in a line) at the nearest exit point.</p> <p>Once all children are gathered the group will calmly transition to the <b>Assembly Point</b> (as marked on the Evacuation Floor Plan), with the relevant educator taking the lead.</p>
4	Nominated Supervisor (or Responsible Person)	Put on warden hat and high visible vest, <b>gather emergency medication, evacuation kit and sign in/out record.</b>
5	Lead Educator	One educator from each location leads the children to the relevant <b>Assembly Area.</b>
6	Nominated Supervisor (or Responsible Person)	<p><b>Check all rooms</b> (including toilets) to ensure no children have been left behind.</p> <p>If safe to do so, close doors (leave unlocked) and windows, turn off air conditioners and TV.</p> <p>Meet all children and educators at <b>assembly point.</b></p>
7	Nominated Supervisor (or Responsible Person)	<p>Once at assembly point, delegate an educator to call 000.</p> <p><b>Account for all children and educators</b> with a roll call – reading out and visually confirming each person is present and safe.</p> <p>Apply first aid, if required.</p>
8	All educators	<b>Wait for emergency services to attend.</b> Nominate an educator to meet emergency services in a prominent location
9	Nominated Supervisor (or Responsible Person)	<p>No-one is to re-enter a building until emergency service have attended and deemed it safe to do so. Children will be cared for, supervised and comforted at the Assembly Area until it is safe.</p> <p>Where it is not safe to return to the service, and there is no other suitable approved learning environment for the children to gather, parents will be called to collect their child from the emergency assembly location at the earliest convenience.</p>

## IN CASE OF FIRE

### REMOVE

People from immediate danger

### ALERT

- Call out in a loud voice
- Break manual call point alarm
- Alert Administration immediately

### CONFINE

Fire - Close doors and windows (if safe)

### E VACUATE

To the **ASSEMBLY AREA**

## EVACUATION PROCEDURES

### STAGE 1:- Pre-Evacuation

On the sounding of a fire alarm (fire nearby), prepare to evacuate when directed. Take only small valuables you have with you. Leave bulky items/bags. Advise a **staff member** if you require assistance to evacuate.

### STAGE 2:- Evacuation

When directed to leave, take the safest and most direct route to the outside of the building. Follow the directions of **staff member**. Move immediately to the **ASSEMBLY AREA**.

### STAGE 3:- Post-Evacuation

Remain at the **Assembly Area** until your safe evacuation has been confirmed by the wardens. Report any missing or injured persons to a **Warden** or **Fire Officer**. **Do not re-enter the building until advised by fire officers.**

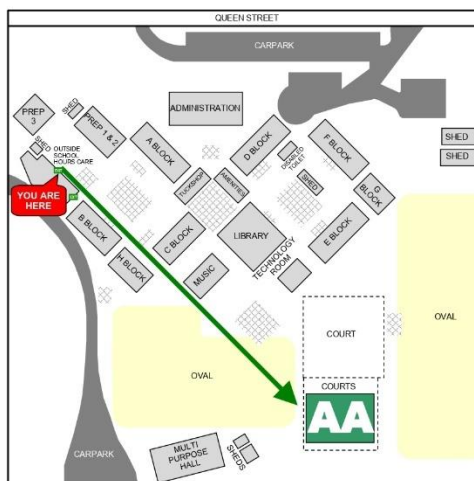
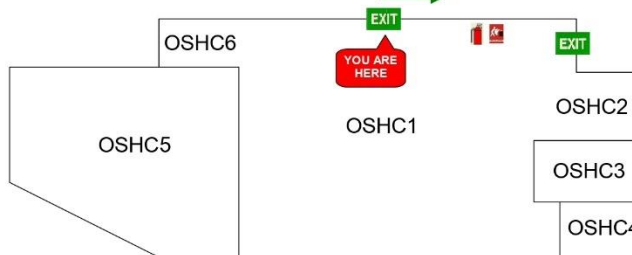
On hearing the fire alarm - any **person with a disability** should evacuate immediately assisted by a nominated person.



Forsyth Business Solutions  
(07) 3822 3465

## EVACUATION SIGN and DIAGRAM

Southport State School  
OSHC



EXIT Exit AA Assembly Area Exit Path Extinguisher Fire Hose Reel Fire Blanket Manual Call Point Alarm Fire Indicator Panel

## IN CASE OF FIRE

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People from immediate danger

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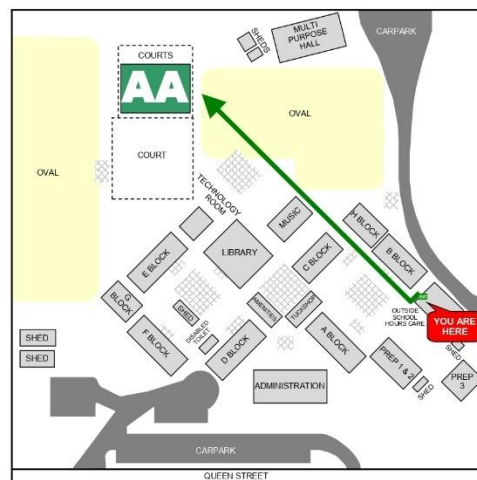
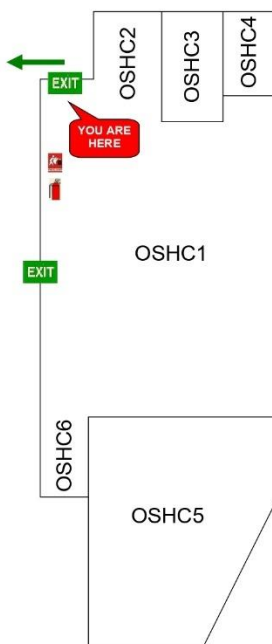
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## EVACUATION SIGN and DIAGRAM

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EXIT Exit AA Assembly Area Exit Path Extinguisher Fire Hose Reel Fire Blanket Manual Call Point Alarm Fire Indicator Panel



## Lockdown Plan

### **Principles for Lockdown Response**

**Communication** – Discreetly make others aware of the threat.

**Coordination** – Respond as a team to ensure the safety of children.

**Care** – Calmly approach the assembly of children to support safety and wellbeing.

### **Steps to follow in the event of harassment or unauthorised persons refusing to leave the premises**

Step	Responsible Person	Instructions
1	All educators	Maintain awareness of your location and any unauthorised persons within the area.
2	Responding Educator	If an educator (or child) is being harassed, the closest observer will raise <b>awareness to other educators</b> to initiate a lockdown procedure by stating the CODE PHRASE over the OSHC group chat messenger app.
3	All educators	On hearing the signal, each educator will calmly and quietly gather the children together, ready to escort them to an identified safe place. <ul style="list-style-type: none"><li>• If the threat is inside, children will be escorted outside by educators.</li><li>• If the threat is outside, then children will be escorted inside by educators.</li></ul>
4	Lead Educator	<b>Check</b> other rooms and toilets to ensure all children are accounted for.
5	Responsible Person	Will immediately obtain and if possible record relevant information (e.g. physical descriptions, car registration etc.) on a service incident report.
6	Lead Educator	Will witness and provide back-up for the Nominated Supervisor/ Responsible Person in Charge 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, or leave children unsupervised.
7	Lead Educator	Once everyone is believed to be in the designated lockdown area, <b>000</b> will be called (if relevant) <b>All children and educators will be accounted for</b> with a head count and/or roll call – visually confirming each person is present and safe.
8	All educators	Depending on the circumstances, wait for— <ul style="list-style-type: none"><li>• emergency services; and/or</li><li>• the threat to pass</li></ul>
9	Responsible Person	No one is to leave a lockdown assembly area until it is deemed safe to do so – by Nominated Supervisor/ Responsible Person or emergency services (if relevant)

## Steps to follow in the event of an outdoor or other external danger (e.g., storm, intruder, fire, bomb, gas leak) - where children are to be escorted inside

Step	Responsible Person	Instructions
1	All educators	Maintain awareness of your location and scan for potential hazards.
2	Responding Educator	When a relevant emergency presents (outdoor or other external danger), <b>raise awareness to other educators</b> over the OSHC group chat messenger app. If possible, record relevant information (e.g. physical descriptions, car registration, etc).
3	All educators and children	On hearing the signal, each educator needs to prepare children to transition to the lockdown area. Assemble the children in an orderly manner and move towards the inside lockdown area.
4	Lead Educator	<b>Check</b> other rooms, toilets, storage rooms and near-by buildings on the premises (if safe to do so), to ensure all children are accounted for.
5	Responsible Person	Collect sign-in sheets and parent contact numbers and once all children are inside, lock the doors (only if appropriate and able to do so). Where possible, draw curtains/blinds.
6	Lead Educator	As children arrive inside, assemble in the safest area and encourage children to be calm and sit still.
7	Responsible Person and Educator	Once everyone is believed to have arrived, delegate an educator to call <b>000</b> (if relevant). <b>Account for all children and educators</b> with a roll call – reading out and visually confirming each person is present and safe.
8	All educators	Depending on the circumstances, wait for— <ul style="list-style-type: none"> <li>• emergency services</li> <li>• the threat to pass (storm etc).</li> </ul>
9	Responsible Person	No one is to leave a building until emergency services have attended and deemed it safe to do so. When the threat is removed the children may be debriefed before returning to their activities.

## Bomb Threat Action Plan

### **Principles for a Bomb Threat Response**

**Communication** – Maintain contact to collect and record helpful information..

**Coordination** – to evacuate or assemble in a safe area.

### Steps to follow in the event of a bomb threat situation

Step	Responsible Person	Instructions
1	Staff member answering the phone	Locate the bomb threat checklist and record key information. <b>Do not hang up the phone.</b> Signal to an educator (without alerting the caller) to commence evacuation procedures.
2	Supporting Educator	Raise the awareness of an evacuation.
3	All educators and children	On hearing the signal for emergency evacuation, each educator needs to prepare children to evacuate - muster all children located in their supervised area, directing them to gather (in a line) at the nearest exit point, ready to leave to the <b>Assembly Area</b> .
4	Responsible Person/ Supporting Educator	Put on warden hat and high visible vest, <b>gather emergency medication, evacuation kit and sign in/out record.</b>
5	Lead Educator	One educator from each location leads the children to the relevant <b>Assembly Area</b> .
6	Responsible Person/ Supporting Educator	<b>Check all rooms</b> (including toilets) and other buildings/areas on the premises to ensure no children have been left behind. If safe to do so, close doors (leave unlocked) and windows.  Meet all children and educators at <b>assembly point</b> .
7	Responsible Person/ Supporting Educator	Once at assembly point, designate an educator to call 000.  <b>Account for all children and educators</b> with a roll call – reading out and visually confirming each person is present and safe.
8	All educators	<b>Wait for emergency services to advise further actions.</b>

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.97 Emergency and evacuation procedures
  - R.98 Telephone or other communication equipment
  - R.99 Children leaving the education and care service premises
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.173 Prescribed information to be displayed
  - R.176 Time to notify certain information to Regulatory Authority
  - R.177 Prescribed enrolment and other documents to be kept by approved provider
- **National Quality Standard:**
  - QA2 – Children’s health and safety
  - QA7 – Governance and leadership

#### **Additional Regulatory Context and Guidance**

- Fire and Emergency Service Act 1990 (Qld)
- Building Fire Safety Regulation 2008 (Qld)
- [Managing the Work Environment and Facilities Code of Practice](#)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.3 Safe Arrivals and Departures of Children](#)

[2.5 Administration of First Aid](#)

[2.7 Infectious Diseases](#)

[2.8 Hygiene, Health and Wellbeing Practices](#)

[2.9 Medical Conditions in Children](#)

[2.10 Medication Administration](#)

[3.5 Emergency and Safety Equipment](#)

[5.2 Positive Behaviour Support Practices](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.7 Managing Notifications](#)

## Appendices and Forms

[Emergency Situations Risk Assessment](#)

[Bomb Threat Checklist](#)

[Emergency Drill Evaluation](#)

Policy 2.13 Emergency Evacuation, Lockdown and Drills				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.13-2024/1 - Combined previous policies 7.2 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024
2.13 – 2024/2 -updated procedures and include evacuation map	03.12.2024	03.12.2024	03.12.2024	December 2024

## 2.14 Child Protection and Mandatory Reporting

### Policy Statement

In addition to Southport State School OSHC providing all children with a safe and suitable environment, it has an obligation to report reasonable suspicion of significant harm or at risk of significant harm. Southport State School OSHC recognises that the service's educators and staff are uniquely positioned to identify concerns about a child's safety and wellbeing in settings beyond OSHC.

The Child Protection Act 1999 (section 13E) outlines education and care professionals and mandatory reporters. In the event that an educator (or the Southport State School P&C Association) forms a reasonable suspicion that a child has been harmed, is being harmed or is at risk of being harmed and may not have a parent willing and able to protect, they are required to respond to ensure that this information (a reasonable suspicion) is appropriately managed and is reported to Child Safety.

As Queensland has a relevant child protection law that requires educators to report reasonable suspicions, the Southport State School P&C Association has a duty to advise educators of the Child Protection Act and their obligations for mandatory reporting (Regulation 84). Southport State School OSHC's procedures ensure this information is covered through induction and complemented by additional periodic training.

While the primary purpose of this policy is to address the requirements of mandatory reporting and support educator's judgements in assessing observations and insights, the policy also sets out the role of reporting relevant harmful incidents that may have come about within Southport State School OSHC.

Southport State School OSHC recognises that there are various types of abuse and harm a child may be exposed to including—

- **Physical abuse** – non accidental injury including beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication,
- **Emotional or psychological abuse** – hostile parenting, constant yelling, insults, swearing, criticism, bullying, scapegoating, exposure to domestic violence
- **Neglect** – failure to provide basic needs including food, clothing, enough sleep, hygiene, medical care, and supervision
- **Sexual abuse** - exploitation, penetration, sexual touching, sexual talk/conversations and/or exposing children to pornography.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure staff receive appropriate training and induction to be able to identify and respond to indicators of significant harm.</li><li>• Consult, support and plan appropriate courses of action when suspicions of abuse and harm arise.</li><li>• Seek advice, guidance and resources to support decision-making.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Respond to concerns and issues raised by staff.</li><li>• Direct serious concerns and possible suspicions to an appointed officer of the Southport State School P&amp;C Association for consideration.</li><li>• Document concerns and ensure these records are handled with privacy.</li><li>• Where appropriate, collaborate with parents to identify preventative supports.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Be equipped to respond to indicators of harm and disclosures.</li><li>• Listen and observe children with sensitivity and empathic understanding.</li><li>• Share your concern with the Nominated Supervisor, or where relevant, other professionals.</li></ul>

### Key Tasks and Responsibilities

Child Protection Training	The Southport State School P&C Association must ensure relevant materials and resources are available for the Nominated Supervisor to instruct educators of the awareness of child protection law and mandatory reporting duties.
Supervising Educator conduct	The Southport State School P&C Association and Nominated Supervisor play the primary role in supervising the behaviour of people in care of children are meeting the expectations set out in policy. Should concerns be raised, the Southport State School P&C Association is responsible to ensure appropriate management action is carried out. The Nominated Supervisor should communicate concerns to the Southport State School P&C Association to ensure they are aware.
Observing children's wellbeing and experiences	All educators are responsible for observing and looking for signs a child may be in need of protection. They are to report their concerns to the Nominated Supervisor (or other relevant leader) to ensure action is taken to assess reporting requirements or other supports.
Reporting harm	Any educator can report suspicions of harm, however, the typical process should be via the Nominated Supervisor to ensure incidents are documented and handled appropriately.

## Procedures

### Responding to Harm Occurring at OSHC

Southport State School OSHC is committed to ensuring safeguarding the protection and wellbeing of children. All educators will be expected to follow the instruction and procedures to ensure children's safety and wellbeing. Southport State School OSHC has zero tolerance for conduct that risks, or otherwise harms children attending OSHC, with significant disciplinary action as a consequence of any substantiated incidents.

In circumstances where an OSHC employee or volunteer is alleged to have harmed a child (in any nature), the following will occur—

any educator being aware or holding suspicion will immediately report to the Nominated Supervisor (or responsible person), who will notify the Nominated Supervisor.

1. Where any educator/representative believes or is otherwise made aware of an educator (or Southport State School OSHC representative) possibly having harmed a child in any way, the person being aware or holding suspicion will immediately report to the Nominated Supervisor (or Responsible Person), who will immediately notify the President of the Southport State School P&C Association.
2. The educator accused or suspected to have harmed a child will be immediately relieved of their duty and be suspended with pay following a workplace investigation.
3. The parent and Regulatory Authority will be notified at the earliest convenience, following the procedures set out in [7.7 Managing Notifications](#). Likewise, recording the incident as set out in [2.4 Incidents, Illness, Injury or Trauma](#) will be carried out.
4. The workplace investigation will be carried out by a suitably experienced and qualified person, ensuring relevant lawful requirements are followed.
5. Subject to the information available, Southport State School OSHC leaders will consider any duties for additional reporting (e.g. police).
6. Where the allegation of harmful conduct is substantiated, significant disciplinary action – almost certainly termination - will occur.

### Child in Need of Protection - Mandatory Reporting

#### Informed of Child Protection Law and Mandatory Reporting (Regulation 84)

1. The Nominated Supervisor is responsible for the management of induction tasks. The induction materials of Southport State School OSHC provides instruction for each educator to understand the existence of the Child Protection and their responsibilities to notify any reasonable suspicion of harm.

2. Southport State School OSHC complements initial guiding material with more robust training opportunities to better equip educators with relevant skills and knowledge to identify and respond to indicators of abuse and harm.
3. The Nominated Supervisor is to lead a supportive culture that ensures educators can seek out support and guidance from Southport State School OSHC's leaders where questions, concerns or suspicions arise.
4. At all times educators will have access to Southport State School OSHC's policies and procedures manual to refer to their responsibilities or required actions.

## Responding to Disclosures

Where a child discusses information relating to their experience of trauma and harm with an educator (a disclosure); educators are guided to respond using the following principles:

- a. **Listen** – try to be in a suitable environment, be calm and patient, let the child use their own words and avoid quizzing. Don't be afraid of saying the 'wrong thing'. Listening supportively is more important than the words you use.
- b. **Reassure** – address the concern about the child's safety and reassure the child it's okay that they have told you what's been happening. Reassure the child it is not their fault for any distress.
- c. **Respect** – the child may only reveal some details. Acknowledge bravery and strength. Explain in order to keep them safe you'll have to tell someone and avoid making promises you can't keep.

## Developing a Reasonable Suspicion

1. An educator or any relevant staff member may develop concerns about a child's wellbeing and safety from a variety of sources – observations, discussions, the child's presentation, behaviour, or interactions with the parents etc.
2. A reasonable suspicion might not develop from one single event but rather a series of indicators combining to result in a concern developing about a child's safety and wellbeing.
3. The key features for a suspicion to signal a child is in need of protection is —
  - a. a child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm, and
  - b. may not have a parent able and willing to protect the child from the harm.
4. While the Child Protection Act emphasises physical and sexual abuse for mandatory reporting requirement, educators can also report a child in need of protection caused by any form of abuse or neglect.
5. Regardless of a concern reaching the threshold of serious harm, educators (or any other staff) are to promptly advise the Nominated Supervisor (or Responsible Person) of any substantial concerns or circumstances relating to a child's safety or wellbeing.

A **reportable suspicion** about a child is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse; and may not have a parent able and willing to protect the child from the harm. Mandatory reporters should also report to Child Safety a reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect.

## Consultation and Decision-Making

1. Indications of significant harm are not always clear. All staff should be prepared to discuss their suspicions openly (with the appropriate people) to ensure a child is supported and reporting obligations are met.
2. Educators are free from liability and do not breach privacy when sharing confidential information, if they are acting honestly and if their actions in sharing information are consistent with protecting children from harm.
3. The Nominated Supervisor, in either being told of or themselves developing concerns relating to a child's safety or wellbeing are to advise the President of Southport P&C Association (other members of the executive will be called when the P&C President is unavailable).
4. The Nominated Supervisor and Southport P&C Association will consult on a plan of action, which could include:
  - a. discussing concerns with parent/s
  - b. seeking further advice and support from:
    - i. Child Safety.



- ii. Child Protection Guide [online tool]  
<https://secure.communities.qld.gov.au/cpguide/engine.aspx>.
- iii. the school Principal/relevant other professional
- c. directly report notification to Child Safety.

## Documenting and Recording Information

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The Nominated Supervisor is to ensure that the reports and documentation of a disclosure/suspicion is written and recorded by the staff/educator involved as soon as practical. The report should include:

- a. any relevant background information
- b. a factual description of the events/observation/incident
- c. statements of the child (or others)
- d. educator/service response to events
- e. any parent involvement or discussion
- f. any other matters considered relevant

These reports or other documentation will be stored by the Nominated Supervisor in a password-protected file on Southport State School OSHC's computer (consistent with [7.6 Privacy and Confidentiality of Records](#))

### Non-Reportable Concerns

Where advice has been received that the suspicion does not meet a threshold for reporting to Child Safety, the relevant person should follow and document any recommendations (e.g., talking to parents about access to support services)

However, the following matters should also be considered and if necessary actioned:

- a. Does the circumstance meet the definition of a serious incident - notifiable to the Regulatory Authority? - see [2.4 Incidents, Illness, Injury or Trauma](#)
- b. How are parents best notified and supported?
- c. What action should be taken to support the child or safety care for children? – see [7.18 Managing Concerns of Harmful Sexual Behaviours](#)

### Reporting Reasonable Suspicions

Where a report to Child Safety is necessary, the following communication methods can be used—

- If the child is in immediate Danger – **QLD Police Service** – 000
- During business hours – **Child Safety Regional Intake Service**
- After Hours – **Child Safety After Hours** – 1800 177 135
- Online Reporting Form via Child Protection Guide -  
<https://secure.communities.qld.gov.au/cpguide/engine.aspx>

While Mandatory Reporters are required to make a written report. If the initial notification is made via phone, the corresponding report can be guided by Child Safety's instructions.

### Documentation and Records

1. Any record relating to suspicions of significant harm are to be kept separate from general incident reports, due to the highly sensitive nature. All records containing child protection concerns will be filed within the password protected location as set out in [7.6 Privacy and Confidentiality of Records](#).
2. In circumstances where it is consistent with protecting a child from significant harm, relevant information can be shared with the school Principal. The preference is the Southport State School P&C Association will inform this decision-making, however, in extenuating circumstances the Nominated Supervisor will have delegation to decide.
3. All persons involved in a case of suspected child abuse will be treated with sensitivity and respect, and all information to the case will remain confidential unless sharing information is required to protect a child from harm [see Policy [7.6 Privacy and Confidentiality of Records](#)].

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.12 Meaning of serious incident
  - R.84 Awareness of child protection law
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.174A Prescribed information to accompany notice
  - R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

### Additional Regulatory Context and Guidance

- Child Protection Act 1999 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Criminal Code Act 1899 (Qld)

## Related Policies and Procedures

- [2.1 Providing a Child Safe Environment](#)
- [2.4 Incident, Illness, Injury or Trauma](#)
- [5.5 Promoting Protective Behaviours](#)
- [6.5 Interactions and Communication with Families](#)
- [7.1 Nominated Supervisor](#)
- [7.4 Leading Compliance and Quality Assurance](#)
- [7.6 Privacy and Confidentiality of Records](#)

## Appendices and Forms

### [Information Sheet for Mandatory Reporting by Education and Care Service Professionals](#)

Policy 2.14 Child Protection and Mandatory Reporting				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.14-2024/1 - Combined previous policies 2.7 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.15 Transportation (Other than Excursions)

### Policy Statement

Southport State School OSHC does not provide or arrange transportation for children to or from Southport State School OSHC and will only arrange transportation for the purpose of an excursion.

Any transportation arranged by a parent is not within the scope of this policy. To remove any doubt, OSHC recognises children are considered to be under the care of an education and care service at the point Southport State School OSHC is taken to assume responsibility for their care and wellbeing. The National Law and National Regulations will then apply at this time. To ensure the Southport State School P&C Association can reasonably discharge their responsibilities and duties for the safety, health and wellbeing of all children, Southport State School OSHC will only allow for transportation that is arranged or coordinated in any part by Southport State School OSHC.

### Key Tasks and Responsibilities

Initiating a change in providing transport	The Southport State School P&C Association will establish the policy and ability for Southport State School OSHC to provide transport. Should they change their position, they will be responsible for coordinating the update to policy, procedures, risk assessments and notification.
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### Procedures

Should the Southport State School P&C Association make changes to their policy for providing transportation other than for excursions (including arranging transportation), then the following will occur—

1. A change in policy to comply with Regulation 102A-102F, including:
  - a. Development of risk assessment.
  - b. A process to obtain authorisation.
  - c. Procedures for embarking and disembarking the means of transport.
2. Notification to parents to the change in policy
3. Notification to the Regulatory Authority (within seven day) if there are changes to providing or arranging transportation.

### Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.102A Application of Division
  - R.102B Transport risk assessment must be conducted before service transports child
  - R.102C Conduct of risk assessment for transporting of children by the education and care service
  - R.102D Authorisation for service to transport children
  - R.102E Children embarking a means of transport—centre-based service
  - R.102F Children disembarking a means of transport—centre-based service
  - R.168 Education and care service must have policies and procedures
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.175 Prescribed information to be notified to Regulatory Authority
  - R.176 Time to notify certain information to Regulatory Authority

**National Quality Standard, Quality Areas:**

- QA2 – Children's health and safety
- QA7 – Governance and leadership

**Additional Regulatory Context and Guidance**

- ACECQA - Safe transportation of Children Safety Checklist and regular transportation record
- ACECQA - Information sheet – Changes to regular transportation of children
- ACECQA - Information sheet - Guidance for adequate supervision during transportation

## Related Policies and Procedures

[5.1 Interactions and Relationships with Children](#)

[6.2 Enrolment and Orientation](#)

[7.6 Privacy and Confidentiality of Records](#)

Policy 2.15 Transportation (Other than Excursions)				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.15-2024/1 - New policy to meet regulatory requirements	23.07.2024	13.08.2024	13.08.2024	July 2024

## 2.16 Safe Online Environments for Children

### Policy Statement

This policy outlines Southport State School OSHC's commitment to protect children and their welfare in online environments. As a service, we recognise the increasing use of digital platforms for learning and communication and develop practices that create security in an online environment, where children—

- Are guarded from harm and exploitation.
- Have their reputation, data and privacy protected.
- Are not exposed to inappropriate content.

Guided by the Best Practice Framework for Online Safety Education and eSafety Early Years program for educators published by the eSafety Commissioner. Southport State School OSHC's policy aims to balance the dignity and affordance of using digital devices, and in a manner that still safeguards child's wellbeing and interests. Southport State School OSHC's procedures will continue to be assessed and improved. We aim to continue collaboration with children (and families) to empower their participation around the design and development of our protocols for safely using devices at Southport State School OSHC.

This policy applies to all children, staff, volunteers, and parents connected to Southport State School OSHC and covers all online activities and use of online learning platforms. The nature of technology means there are many opportunities for online environments to intersect with Southport State School OSHC at several junctures and stakeholders including—

- Access to technology and the internet at Southport State School OSHC.
- Taking photos and videos.
- Social media use by the community, including educators.

Southport State School OSHC's policy sets out clear and explicit expectations for the community to use and interact online in a manner that maintains the safety and wellbeing of children. Anyone acting in a manner incompatible with our commitment to the safety and wellbeing of children may be exposed to disciplinary action relevant to the circumstance.

#### Definitions

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

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

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

**ICT:** information and communication technology.

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

### Key Tasks and Responsibilities

Managing Infrastructure	The Southport State School P&C Association is responsible for ensuring Southport State School OSHC has suitable protections established, where children may access the internet as part of the program. The Nominated Supervisor or Responsible Person is responsible for ensuring the safeguards are working as intended.
Providing Supervision	All educators, especially those tasked with leading specific activities, are responsible for supervising children using devices and accessing content.
Professional Communication Interactions	All educators are expected to behave in the manner set out in policy to ensure children's safety and wellbeing is not compromised. Any concerns are brought to the attention of the Nominated Supervisor to address.

# Procedures

## Infrastructure and Technology

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### Children

Any children using devices – connected to the internet or not - must be properly supervised in an open environment. Educators must be able to easily view screens at any moment.

Any access to the internet must be approved and is only made available when filtering and/or monitoring systems are enabled and only for homework or research purposes<sup>2</sup>.

In upholding our commitment to health and physical activity, access to devices (i.e. screen-time) will be limited -

- BSC or ASC sessions - devices are only to be used for homework or other research activities.
- Vacation Care sessions - some restricted leisure time is made available (but excludes access to the internet), with times set out in the program.

Where devices and media are made available these are to only contain content that is appropriate for children, using government classifications (G and PG-rated) as the guiding principle.

Children are not to take photos or videos of other children on their personal devices.

### Educators

Educators are not to:

- Use personal devices at any time during the program.
- Enable or encourage children to take photos and/or videos on their personal devices

Where an educator believes electronic equipment is needed, they should communicate this to the Nominated Supervisor.

## Social Media and Online Communication

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### Responsibility

All employees have a duty to uphold the reputation and interests of Southport State School OSHC and to ensure their conduct is compatible with their employment obligations when using social media for personal use.

Southport State School OSHC will ensure there are appropriate controls in place for situations where children may have access to the internet, online learning platforms or other applications.

Educators will monitor children's access to the internet, online learning platforms and applications to ensure appropriate content is being accessed.

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

Southport State School OSHC may also be required to complete an Incident, Illness, Injury or Trauma report and report to the Regulatory Authority as per policy [7.7 Managing Notifications](#).

## Information Sharing with Families

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Southport State School OSHC will make available to children and families relevant information about protecting children online and may include such material in Southport State School OSHC newsletters or other correspondence to children and families.

Families will be responsible to read through Southport State School OSHC's 'user agreement' with their child and ensure they have an understanding of the guidelines for accessing the devices available during their time at Southport State School OSHC.

Families are requested to be vigilant and aware of their child's access to data on devices, whether securely connected through Southport State School OSHC or accessible on their own device.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.174A Prescribed information to accompany notice
  - R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Criminal Code Act 1899 (Qld)
- Online Safety Act 2021 (Cth)
- eSafety Commissioner - [Best Practice Framework for Online Safety Education](#)
- eSafety Commissioner - [eSafety Early Years program for educators](#)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[2.4 Incidents, Illness, Injury or Trauma](#)

[4.4 Code of Conduct](#)

[5.1 Interactions and Relationships with Children](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

Policy 2.16 Safe Online Environments for Children				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
2.16-2024/1 - Combined previous policies 2.13 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024





# Physical Environment

The services physical environment is **safe, suitable and provides a rich and diverse range of experiences** which promote children's learning and development.

Ensuring the physical environment suitable for play-based learning is critical to:

- contributing to children's wellbeing, creativity and developing independence
- engage children and support educators to facilitate a wide range of experiences
- keeping children safe
- creating/organising spaces to reduce the risk of injury.

The policies contained in this group set out the service's expectations for the physical environment and how educators can use practices to enhance it for children's learning and safety.

## 3.1 Space and Facilities Requirements

### Policy Statement

Southport State School OSHC will ensure the space and facilities used for the OSHC program are safe, stimulating and enable the provision of quality education and care. Southport State School OSHC will work collaboratively to ensure the environment accessible to all children will positively contribute to their safety, wellbeing and development. Southport State School OSHC recognises is the responsibility to ensure the environment and equipment used in providing care and education is safe, clean and in good repair.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>To establish the arrangement of space and facilities with the school is adequate to provide quality education and care.</li><li>Ensure the space and facilities used in providing education and care is consistent with Regulations.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Monitor and respond to any issues relating to the repair, hygiene and safety of the facilities and the environment.</li><li>Collaborate with the Southport State School P&amp;C Association, school and educators to identify opportunities for improvement.</li><li>Lead the procedure for requesting, comparing and sourcing of additional, repair of or replacement facilities.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Monitor and report instances of issues relating to the repair, hygiene and safety of the facilities and the environment.</li><li>Supervise children to ensure the environment is contributing to children safety, wellbeing and development.</li></ul>

### Procedures

#### Education and Care Facilities

Southport State School OSHC will ensure the areas provided for education and care are reflective of the agreed indoor and outdoor spaces identified in the Service Approval and routinely monitored for comfort and safety, with educators and the Nominated Supervisor addressing any immediate issues to ensure children's safety and wellbeing.

The Southport State School P&C Association and Nominated Supervisor will ensure the space and facilities for Southport State School OSHC include:

- Readily available and adequate toileting and handwashing facilities for children and educators,
- Available and adequate facilities to cater for soiled clothing including hygienic storage,
- Adequate, safe and at all times accessible facilities for the provision of drinking water and/or food
- Sufficient furniture allowing the environment to be organised in a manner that is developmentally appropriate for all children, including the capacity to be inclusive and adaptable to ensure participation by every child in the program,
- Areas for the display of children's artwork as well as promotion of notices and communication for families.
- Adequate space for children to engage in rest and/or quiet experiences.

Indoor spaces will be monitored for adequate ventilation, natural light and temperature that ensures the safety and wellbeing of children. Air conditioners will be set at a reasonable temperature at all times it is in use with the recommendation being 24 °c to maximise energy efficiency.

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 Southport State School OSHC cleaning schedule.

### **Fire Safety**

Southport State School OSHC will ensure the environment supports the protection of children from fire by:

- Keep emergency exits clear and unlocked at all times while Southport State School OSHC is operating.
- Ensure emergency evacuation signs and posters are displayed, including the emergency evacuation floor plan displayed at each exit.
- Ensure all relevant fire safety equipment is maintained regularly (see policy [3.5 Emergency and Safety Equipment](#))

### **Administration Facilities**

Southport State School OSHC will ensure adequate administrative space and facilities are available for the purposes of:

- Conducting the administrative functions of the service.
- Private and personal conversations with families.
- Providing rest area for staff and/or volunteers.
- A telephone being accessible at all times.
- Suitable storage space for valuable and personal items
- Adequate lockable storage facilities for equipment, tools, first aid kit, medication and relevant hazardous substances.
- Lockable cupboard or filing cabinet for all child and family information (including enrolment forms), educator records and any other confidential records.

### **Outdoor and toileting Facilities**

Southport State School OSHC will ensure the risk of harm to children through the natural environment is minimised by accessing information from the Queensland Government Resource: [Plants and mushrooms | Queensland Poisons Information Centre \(health.qld.gov.au\)](#)

Southport State School OSHC will ensure Playground equipment, swings and other large pieces of equipment located within the approved outdoor play areas is located over areas with soft fall surfaces recommended by recognised safety authorities.

Southport State School OSHC will ensure that adequate and safe drinking water is provided and accessible to children at all times they are in attendance at Southport State School OSHC.

Southport State School OSHC will ensure that there are adequate and safe toileting facilities available and accessible to children at all times they are in attendance at Southport State School OSHC.

### **Shared Space Arrangements**

Southport State School OSHC's use of shared space will be clearly articulated within the OSHC service agreement between the school and Southport State School P&C Association as the Approved Provider and will include information surrounding:

- Communication between the school and Southport State School OSHC 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 Southport State School OSHC including emergency exits,
- Evacuation and lockdown procedures for shared facilities,
- The accessible amenities to be used by Southport State School OSHC 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 Southport State School OSHC and public responsibility; and
- Communication strategies for external users of the shared facility.

All areas except the office and outdoor shed are available for use and the Southport State School P&C Association will give authorisation for the use of spaces on the school premises.

The outdoor shed is to be used for storage only by authorised parties and is out of bounds to children.

Southport State School OSHC may lend equipment to the other parties with a written agreement. Any damaged or lost equipment must be replaced.

## Maintenance of Facilities

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The Southport State School P&C Association will ensure the establishment of an effective reporting of facilities maintenance processes and schedule including but not limited to:

- Day to day maintenance of the facility,
- Replacement of play equipment,
- Replacement of major items such as fridges and televisions
- Repairs
- Refurbishment

Southport State School OSHC will immediately notify the School Principal of all damaged property or equipment and will ensure it is recorded in the maintenance log.

School property or equipment damaged due to the activities undertaken by Southport State School OSHC will be repaired or replaced by Southport State School OSHC.

## Purchasing and Development

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Educators and families will be encouraged to identify suitable opportunities to address concerns with the facilities.

The QIP will also identify opportunities to enhance Southport State School OSHC's provisions and utilisation of their spaces.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.82 Tobacco, drug and alcohol-free environment
  - R.84A Sleep and rest
  - R.103 Premises, furniture and equipment to be safe, clean and in good repair
  - R.105 Furniture, materials and equipment
  - R.106 Laundry and hygiene facilities
  - R.107 Space requirements—indoor space
  - R.108 Space requirements—outdoor space
  - R.109 Toilet and hygiene facilities
  - R.110 Ventilation and natural light
  - R.111 Administrative space
  - R.113 Outdoor space—natural environment
  - R.114 Outdoor space—shade
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA5 – Relationships with children

- QA6 – Collaborative partnerships with families and communities
- QA7 – Leadership and Management

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)

## Related policies and procedures

[1.1 Educational Program Development and Implementation](#)

[1.5 Sleep and Rest](#)

[2.1 Providing a Child Safe Environment](#)

[2.5 Administration of First Aid](#)

[3.2 Authority to Occupy Premises](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.12 Insurance](#)

[7.13 Workplace Health and Safety](#)

[7.14 Service Closure](#)

Policy 3.1 Space and Facilities Requirements				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.1-2024/1 - Combined previous policies 6.1, - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 3.2 Authority to Occupy Premises

### Policy Statement

Southport State School P&C Association must hold permission to occupy a premises for the purpose of operating the Southport State School OSHC service, approved under the Education and Care Services National Law Act (2010) and Regulation (2011). The permission to occupy the premises will be outlined in the documented Occupancy Agreement with the Southport State School.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Coordinate the development and finalisation of the agreement between Southport State School OSHC and the school administration.</li><li>• Facilitate review of agreement as required.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Follow agreed arrangement and communicate issues to the Southport State School P&amp;C Association</li></ul>

### Procedures

The Southport State School P&C Association has been provided with the authority to occupy the premises by the Principal of the School. The Southport State School P&C Association will maintain an occupancy agreement with the school for the continuation of the OSHC service approval.

All communication regarding the authority to occupy the OSHC facilities will be managed by Southport State School P&C Association.

### Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.103 Premises, furniture and equipment to be safe, clean and in good repair
  - R.107 Space requirements—indoor space
  - R.108 Space requirements—outdoor space
  - R.109 Toilet and hygiene facilities
  - R.110 Ventilation and natural light
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA3 – Physical environment
  - QA7 – Leadership and Management

#### **Additional Regulatory Context and Guidance**

- Working with Children (Risk Management and Screening) Act 2000 (Qld)

### Related policies and procedures

[3.1 Space and Facilities Requirements](#)

[7.4 Leading Compliance and Quality Assurance](#)



Policy 3.2 Authority to Occupy Premises				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.2-2024/1 - Combined previous policies 6.4, 10.1.2 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 3.3 Non-Smoking, Illicit Substance and Alcohol-free Environment

### Policy Statement

To maintain the ongoing health and wellbeing of children, families, educators and community members, Southport State School OSHC actively encourages and provides a smoke, drug and alcohol-free environment. This policy reflects Southport State School OSHC's commitment to the health and wellbeing of all who persons who use or access Southport State School OSHC.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Ensure Southport State School OSHC's environment meets the regulatory standard for the environment provided to children accessing Southport State School OSHC.</li></ul>
Nominated Supervisor or Responsible Person	<ul style="list-style-type: none"><li>Will provide day-to-monitoring of compliance and respond to any instances of policy breaches.</li></ul>

### Procedures

Southport State School OSHC information for stakeholders (i.e. welcome information and handbooks) will include information regarding the service's *Non-Smoking, Illicit Substance and Alcohol-free Environment* requirements.

Appropriate no smoking and alcohol signage will be displayed in prominent locations around the school site to promote the expectation and law. As needed, visitors to Southport State School OSHC will be informed about the *Non-Smoking, Illicit Substance and Alcohol-free Environment* policy.

To remove any doubt, no persons will be allowed to smoke on the school site. Likewise, all persons interacting with children will be free from the effects of any substances (illicit or otherwise). Any educator suspicious of the influence of any persons should report this information to the Nominated Supervisor immediately. Any staff member alleged to have breached this policy will follow the procedures outlined in [4.7 Fit for Work](#) and [4.8 Employee Underperformance, Misconduct and Disciplinary Actions](#).

### Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.82 Tobacco, drug and alcohol-free environment
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA3 – Physical environment

### Related policies and procedures

[2.1 Providing a Child Safe Environment](#)

[3.1 Space and Facilities Requirements](#)

[7.4 Leading Compliance and Quality Assurance](#)

Policy 3.3 Non-Smoking, Illicit Substance and Alcohol-free environment				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.3-2024/1 - Combined previous policies 2.14 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 3.4 Children's Toileting

### Policy Statement

Southport State School OSHC recognises the need to uphold the safety and dignity of all children whilst accessing toilet facilities and manages this with the acknowledgment that from time to time it may be developmentally appropriate that children may require additional support and assistance.

Southport State School OSHC's leadership seeks to ensure that the personal health, hygiene, safety and dignity of children and educators are supported, whilst maintaining effective supervision and practicing dynamic risk management strategies.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure appropriate facilities and practices are established.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Collaborate with the Southport State School P&amp;C Association to address any additional requirements to support the needs of children.</li><li>• Monitor practices to ensure the safety, protection and dignity of children is maintained.</li><li>• Ensure educators are supported to understand the practices and duties in support and supervising children's toileting practices and hygiene needs.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure practices are consistent with establishes procedures.</li><li>• Respond to the needs of children to support hygiene and uphold each child's dignity and safety.</li><li>• Ensure facilities are safe and hygienic through adequate cleaning and the sanitary storage of solid items.</li></ul>

### Procedures

Educators will check the toilet facilities for safety and hygiene prior to the commencement of each session including before school, after school and vacation care. Educators will ensure the facilities are hygienic, functional and free from any identifiable hazards through completion of the [Outdoor Safety Checklist](#).

### Access

Southport State School OSHC has a disabled bathroom in the OSHC building with children having free access to this during before and after school care as well as the school toilets in the building at the undercover area. Staff toilets during operating hours are located in the school toilet building in the undercover area

Educators (and any other relevant adult) are not permitted to use the children's toilet facilities during operating hours. Likewise, children are not permitted access to the staff toilets (unless disability access is required).

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

### General Supervision and Transitioning to Toilets

The design of the school site and OSHC building allows reasonable visual supervision of the toilet block, however entrance to the boys' toilets is not directly visible from the OSHC area.

Educators will endeavour to increase supervision by escorting children to the toilet area, where possible. At all times children will go to the toilet in at least pairs.

Educators will monitor and communicate the transition of children to and from the toilet block.

### Supporting Children

Educators may 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. Educators will notify the Nominated Supervisor (or Responsible Person) when they become aware a child has a personal hygiene incident (i.e. has soiled themselves).

In the first instance the parent/caregiver will be notified via phone and will have the opportunity to collect the child.

There are suitable shower and cleaning facilities available when required. Children will be encouraged to be independent in self-care. However, where a personal hygiene incident necessitates assistance and, where possible, a second educator will be called to be present during the toileting support.

Educators will ensure a child's dignity, wellbeing and safety are supported when managing personal hygiene incidents. Communication and conduct will be reflective of respect and discretion. Gender and developmental consideration should be given to the situation to ensure the most appropriate educator manages the situation and that the process is open and transparent and that the dignity and rights of the child to privacy are maintained.

A toileting kit will be available in the broom cupboard to assist educators with supporting toileting needs. The kit includes gloves, wipes, hand sanitizer and appropriate bags for soiled materials. Any soiled clothing will be placed in a plastic bag and temporarily stored in the appropriate container (located in the lockable cupboard outside the OSHC toilet) until the child is collected from Southport State School OSHC.

Families may be requested to provide spare clothes or other product if routinely necessary to support a child's hygiene.

### ***Additional Support Needs***

Educators should understand their role and have suitable skills to support children and uphold their safety and dignity. Staff will be provided with training in the support of children with toileting issues, particularly in the case of children with high support needs. Training and instruction can be delivered through written communications, direct training and/or meetings. Educators should discuss any concerns or requests for additional training with the Nominated Supervisor.

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

### **Escorting Children to the toilet (during excursions)**

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At times, additional toilet facilities outside of Southport State School OSHC's building may need to be accessed (or on excursions). Educators will ensure these have been inspected for hygiene and hazards prior to any children's access.

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

Educators will ensure that Southport State School OSHC communication procedures are followed when escorting children to the toilet in another area.

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.165 Offence to inadequately supervise children
  - s.167 Offence relating to protection of children from harm and hazards
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
  - s.174 Offence to fail to notify certain information to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.109 Toilet and hygiene facilities
  - R.115 Premises designed to facilitate supervision
  - R.168 Education and care services must have policies and procedures
  - R.170 Policies and procedures to be followed

- R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA6 – Collaborative partnerships with families and communities

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[3.1 Space and Facilities Requirements](#)

Policy 3.4 Children's Toileting				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.4-2024/1 - Combined previous policies 2.12 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 3.5 Emergency and Safety Equipment

### Policy Statement

Personal safety and security of children, educators, volunteers and all persons on the premises, are of prime importance therefore Southport State School OSHC takes a proactive approach to managing emergencies, developing emergency procedures and equipping educators and children with sound knowledge of adequate response and resources to support an emergency response.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure Southport State School OSHC is equipped with adequate and risk-assessed equipment to respond in the event of an emergency.</li><li>• Ensure mechanisms to support the maintenance is developed and actioned.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Manage the inspection of emergency and safety equipment.</li><li>• Coordinate the replacement of any used or damaged equipment in a timely manner.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Report any concerns or signs of wear or damage to the Nominated Supervisor</li><li>• To follow the instructions provided around the use of relevant emergency and safety equipment.</li></ul>

### Procedures

The purchasing and selection of safety and emergency equipment will occur as the result of legislative requirements (fire blankets, extinguishers etc.) or as identified in the risk-assessment of emergency plans.

#### **Emergency Equipment**

- Any equipment used in responding to an emergency (alarms, communication devices etc.) will be checked for function and working order each month by the Nominated Supervisor or delegate.
- Emergency equipment resources will only be used to respond to an emergency situation.
- Replacement or repair of any faulty equipment will be a priority. The Nominated Supervisor is responsible for coordinating this task. Any ongoing issues or alternative equipment should be communicated to the Southport State School P&C Association for approval or support.

#### **Fire Safety Equipment**

- The Nominated Supervisor will coordinate the inspection of any regular maintenance of fire safety equipment (fire blankets, extinguishers etc.).
- Fire Safety equipment will only be used in the manner instructed (or trained) and only if safe to do so.
- Any staff noticing equipment that has been used, broken or if they suspect its full function has been impaired will report this concern to the Nominated Supervisor. All equipment will be replaced or repaired as a priority.
- Any fire safety equipment used to respond to a fire will be decommissioned (single use only) and replaced by new, or where possible, recharged equipment.

Monitoring and inspection of safety equipment will be documented and recorded in the Health and Safety Register. Any issues will be reported to the Southport State School P&C Association immediately with an action plan to address the concern raised. Typically the Nominated Supervisor will be appointed to ensure any actions are carried out as planned.

### Legal and Regulatory Foundation



In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.97 Emergency and evacuation procedures
  - R.98 Telephone or other communication equipment
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.174 Time to notify certain circumstances to Regulatory Authority
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA7 – Leadership and Management

#### **Additional Regulatory Context and Guidance**

- Work Health and Safety Act 2011 and Regulation 2011
- Building Fire Safety Regulation 2008
- Managing the Work environment and Facilities Code of Practice 2011

## **Related Policies and Procedures**

[2.1 Providing a Child Safe Environment](#)

[2.13 Emergency Evacuation, Lockdown and Drills](#)

[7.4 Leading Compliance and Quality Assurance](#)

Policy 3.5 Emergency and Safety Equipment				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.5-2024/1 - Combined previous policies 7.1 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 3.6 Resources and Equipment

### Policy Statement

Southport State School OSHC recognises the importance of providing resources and equipment that are safe and suitable to the developmental and recreational needs of the children in care. Southport State School OSHC is committed to ensuring resources are sufficient and developmentally appropriate for all children attending Southport State School OSHC for the promotion of quality education and care.

Southport State School OSHC's play resources, and equipment are integral to the effective delivery of a meaningful learning and development opportunities - the nature of school-age education and care means inviting, suitable, and available resources are a critical element for the program and children's play-based learning. Southport State School OSHC's budget and procurement activities will reflect the commitment to ensuring adequate and suitable resources.

Educators are also entrusted with the ongoing responsibility to maintain and inspect these resources for their continued suitability and safety. Daily checks ensure that all materials meet Southport State School OSHC's health and safety expectations.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Ensure the resources and equipment used to provide education and care is adequate, developmentally appropriate and in good repair.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Monitor and respond to any issues relating to the repair, hygiene and safety of resources and equipment.</li><li>Collaborate with the Southport State School P&amp;C Association and educators to identify opportunities for improvement and extension to enhance the program and learning opportunities for children.</li><li>Lead the procedure for requesting and sourcing of additional or replacement resources and equipment.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Monitor and report instances of issues relating to the repair, hygiene and safety of resources and equipment.</li><li>Supervise children to ensure resources and equipment are contributing to children safety, wellbeing and development.</li></ul>

### Procedures

#### Education and Care Resources and Equipment

Southport State School OSHC will ensure the resources and equipment provided for education and care are:

- Sufficient and in good working order.
- Are varied and diverse to support multiple aspects of the program including both indoor and outdoor equipment.
- Open ended resources and materials including musical instruments, dress-ups, cd's and/or a stereo.

Furniture, materials and equipment are selected to be developmentally appropriate, inclusive and adaptable to ensure participation by every child in the program.

Where appropriate, equipment and resources will be displayed and stored in such a way that children can access them safely and independently.

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

Educators will be encouraged to work collaboratively with children and families to understand the needs and wishes to support access, utilisation and development of Southport State School OSHC resources.

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

## Administration Resources and Equipment

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Southport State School OSHC will ensure adequate administrative resources are available to:

- Conduct and support Southport State School OSHC's documentation and communication.
- Support efficient business practices and responsibilities in providing quality care.

Southport State School OSHC will gather information and resources for access to advise and support parents and families.

## Purchasing and Development

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Southport State School OSHC will plan and budget for the continual development of resources and equipment to support the service's program and practice.

Educators and families will be encouraged to identify suitable opportunities to purchase suitable equipment and resources.

The QIP (Quality Improvement Plan) will also identify opportunities to identify resources to enhance Southport State School OSHC's provisions

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

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.73 Educational program
  - R.103 Premises, furniture and equipment to be safe, clean and in good repair
  - R.104 Furniture, materials and equipment
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA3 – Physical environment
  - QA7 – Leadership and Management

## Related Policies

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.9 Budgeting, Procurement and Financial Planning](#)

Policy 3.6 Resources and Equipment				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.6-2024/1 - Combined previous policies 6.2 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 3.7 Environmental Responsibility and Sustainability

### Policy Statement

Southport State School OSHC recognises the importance of encouraging the awareness of environmental responsibility and implements practices that contribute to a sustainable future. Southport State School OSHC actively participates in caring for our environment and promotes sustainable practices through educating and working with the children, families and wider community. As a community, we can create, encourage, and increase awareness of being environmentally responsible and ensure they engage and involve staff, children and families to be successful.

Children are supported to become environmentally responsible and show respect for the environment. We practice and promote sustainability through reducing waste, minimising consumption, and protecting and conserving wildlife and natural habitats.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Network with the local community to keep up to date with current practices and ideas for being environmentally responsible.</li><li>• Provide professional development opportunities for educators to learn about integrating environmentally sustainable education into all areas of their program</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Review policies and procedures to achieve more sustainable outcomes</li><li>• Conduct environmentally responsible audits to ensure consistency and continuous improvement</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure sustainable practices are incorporated into the daily routine</li><li>• Collaborate with families and the community for involvement in activities that promote sustainability</li></ul>

### Procedures

The Southport State School P&C Association will collaborate with the Nominated Supervisor, educators, staff, parents/guardians, children and others at the service to develop a sustainability plan which describes Southport State School OSHC's practices in relation to:

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

Environmental sustainability strategies for implementation will be identified as part of the sustainability plan and may include strategies such as:

- Colour-coded bins for Landfill only, Organic waste, Paper recycling, Mixed recyclables.
- Use of electronic communication where possible to reduce paper use within the office and in each room for newsletters, billing, and other communication needs

Educators are encouraged to engage in activities that support Southport State School OSHC to become more environmentally sustainable (e.g. recycling) and incorporate environmental education and sustainable practices within Southport State School OSHC's program including planning opportunities for children to connect with nature and the natural world at Southport State School OSHC and on excursions.

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

### Sustainable Practices

Recycling	<ul style="list-style-type: none"> <li>• Provide bins and signage for waste and recycled materials</li> <li>• Recycle paper and all other recyclable rubbish</li> <li>• Use recycled water (e.g. for watering gardens)</li> <li>• Using recycled items in craft activities</li> </ul>
Gardening	<ul style="list-style-type: none"> <li>• Plant vegetables, herbs, and fruit trees</li> <li>• Establish composting or worm farms for scraps</li> <li>• Give food scraps to worms or Southport State School OSHC pets, or to a staff member to take home for their pet/s</li> <li>• Provide education to children about activities such as 'garden to plate' activities through using the produce grown in Southport State School OSHC menu</li> <li>• Provide opportunities for children to participate in experiences such as seed sprouting, vegetable gardening, cooking with what is grown, and provide education about weeds</li> </ul>
Energy Conservation	<ul style="list-style-type: none"> <li>• Install LED lighting where possible</li> <li>• Turn off non-LED lights when not in use</li> <li>• Turn off electrical appliances at the outlet when not in use</li> <li>• Use natural ventilation and insulated blinds/drapes rather than air conditioning when temperatures are not extreme</li> </ul>
Water Conservation	<ul style="list-style-type: none"> <li>• Encourage children and staff to turn off the taps and ensure leaking taps are fixed immediately</li> <li>• Collect rainwater and use in the garden and for water/sand play</li> <li>• Use water play water on the garden rather than tipping out at the end of the day</li> <li>• Collect excess drinking water and measure it before using it for watering the garden</li> </ul>
Nature and Wildlife	<ul style="list-style-type: none"> <li>• Use natural materials – trees, blocks, boxes etc. in arts and crafts and play</li> <li>• Create play spaces for children to interact with the natural environment</li> <li>• Educate children about the natural decomposition cycle through exposure and participation in worm farms and composting food scraps</li> <li>• Educate children in how to care for pets, letting them actively participate in caring for Southport State School OSHC pets.</li> <li>• Plant 'bird attracting' plants and install a birdbath</li> <li>• Plant 'butterfly attracting' plants</li> <li>• Create a lizard lounge</li> <li>• Collaborate with wildlife educators to assist in educating children</li> </ul>

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
- **Education and Care Services National Regulations:**
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA3 – Physical environment
  - QA7 – Leadership and Management

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[3.1 Space and Facilities Requirements](#)

Policy 3.7 Environmental Responsibility and Sustainability				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
3.7-2024/1 - New policy and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## Policy Group 4

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# Staffing Arrangement and Employment

Staffing arrangements foster **friendly, courteous interactions** and give children access to **a secure and predictable setting**.

Children are encouraged to actively participate in the learning programme by qualified and experienced educators. An atmosphere where children feel emotionally safe, secure, and happy is influenced by the connections among all staff members.

The emphasis of Quality Area 4 is on providing educators with the knowledge and training necessary to build trusting, respectful relationships with children, establish predictable learning environments, and motivate children to actively participate in the program. An excellent service thrives on a cooperative, ethical culture where professional norms govern all elements of operations.

Adjacent to arranging staff are the matters that govern the employment relationship. This policy group combines both Quality Area 4 requirement and employment expectations.

## 4.1 Recruitment and Employment of Educators

### Policy Statement

Southport State School OSHC educators are central to the quality of education and care provided to children who attend Southport State School OSHC and therefore, recruitment, selection and ongoing employment practices should uphold the importance of this critical process.

### Recruitment

Southport State School OSHC is committed to being an equal opportunity employer, ensuring fair and equitable employment practices are undertaken to recruit and select its employees. Recruitment and employment decisions will be lawful, transparent and non-discriminatory. Selections will be based on merit with candidates' suitability demonstrated through identifying their level of knowledge, skills and ability against pre-determined selection criteria.

### Ongoing Employment

Southport State School OSHC recognises and acknowledges the importance of employing and retaining quality employees who demonstrate ongoing commitment to their work with children and families and use professional standards to guide their practice. Southport State School OSHC has established employment practices that are lawful, transparent and non-discriminatory and include the continual development and retention of quality employees ensuring continuity of the school age care program.

### Definitions

**Equal Employment Opportunity (EEO):** is ensuring that all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.

**Discrimination:** is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply while people without that attribute do or can comply

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Appoint suitable persons for employment at Southport State School OSHC.</li><li>• Ensure processes for selection are fair and meritorious.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Work collaboratively with the Southport State School P&amp;C Association to ensure suitable candidates are recommended and selected for appointment.</li><li>• Lead the orientation and induction of educators/employees.</li><li>• Maintain records and documentation related to recruitment and employment.</li></ul>

### Procedures

#### Job analysis

Position descriptions will be developed for all employment positions and will outline the key functions of the roles and identify essential and desirable selection criteria.

The composition, quantity and engagement of Southport State School OSHC's staffing arrangements will be decided by the Southport State School P&C Association. All employment and recruitment activities will be instigated with the Southport State School P&C Association's expressed approval.

Where possible recruitment activities will be as a result of workforce planning, identifying the upcoming needs of Southport State School OSHC.

## Recruitment Activities

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The Southport State School P&C Association will ensure a fair and lawful (non-discriminatory) recruitment procedure is undertaken for all employment.

Vacant permanent part-time positions may be offered internally if the Southport State School P&C Association in conjunction with the Nominated Supervisor feel there is a suitable candidate. All decisions relating to promotion and career development will be made without regard to any matters other than the individual's inherent capacity and ability to carry out the position including their performance history.

If there are no suitable candidates for internal appointment, the position will be advertised as per the procedures of this policy.

Promotion and advertisement of available positions can include:

- a. Local newspapers,
- b. Job seeking website,
- c. Job boards on university or QCAN website, or
- d. In the school newsletter.

Advertisements will include a description of the position, and an outline of the selection criteria. Candidates will be asked to write a cover letter addressing the selection criteria and provide a copy of their resume.

In accordance with Southport State School OSHC's commitment to reconciliation and promoting a culturally competent workplace, suitably qualified and experienced Aboriginal and Torres Strait Islander people will be encouraged to apply for available positions. A statement encouraging Aboriginal and Torres Strait Islander applicants will be included in advertising for vacancies.

Southport State School P&C Association will acknowledge receipt of all applications and communicate an expected timeline on when a short-list will be made.

When making decisions in regard to the workplace and workers, the Southport State School P&C Association and Nominated Supervisor will demonstrate thoughtful decision making processes to minimise the potential for discriminatory practices of either a direct or indirect nature.

The Southport State School P&C Association executive and Southport State School OSHC leaders will ensure that all workers are treated on an equal opportunities basis having regard to the need and capacity of the business and any unreasonable hardship that may result as either an intended or unintended outcome of decisions.

### Short-listing Candidates

1. Unless otherwise stipulated, the Southport State School P&C Association will be responsible for coordinating the short-listing of candidates with support from key Southport State School OSHC leaders.
2. Candidates failing to be shortlisted will be provided communication on this at the earliest possible convenience.
3. Applicants will be given a fair and equitable chance to compete for an appointment based on their merit. The selection of candidates will be lawful at all times, ensuring protected attributes are never the basis for decision-making (i.e. discrimination), this includes the following characteristics:
  - sex, age, race, gender identity or sexuality
  - relationship status
  - pregnancy, breastfeeding, family responsibilities or parental status
  - impairment
  - religious belief or activity
  - political belief or activity
  - trade union activity
  - status as a legal sex worker.
  - It is also illegal to discriminate against someone on the basis of an association with a person identified by one of these characteristics.

## **Interviewing**

1. Short-listed candidates will be notified to their progression and be invited to interview for the position.
2. Interviews will be conducted by the Southport State School P&C Association or a relevant delegate.
3. Interview questions based on the selection criteria for the position will be developed and reviewed prior to the interview date and agree to by the selection panel and/or Southport State School P&C Association.
4. Interviews will be held in a manner to be fair and equitable.

Casual educators will only be employed (including as volunteers) after an interview with the Nominated Supervisor and members of the Southport State School P&C Executive Committee. It will also include reference checks by the Nominated Supervisor (or the Management Committee in the case of employment of the Nominated Supervisor) to ensure they are considered/deemed appropriate for the job.

## **Selection**

1. Unless directly appointed by the Southport State School P&C Association, the delegates conducting interviews will make a recommendation to the Southport State School P&C Association outlining their reason for selection.
2. Before offering the position to the preferred candidate, if not already completed, a delegated person will confirm the suitability of the candidate via at least one, preferably two, referee checks.

## **Appointment**

1. Once endorsed by the Southport State School P&C Association, the selected candidate will be offered the position and negotiate starting dates.
2. The newly appointed employee will be sent:
  - a. a letter of offer (employment agreement),
  - b. code of conduct,
  - c. a request for copies of relevant qualifications, and
3. For candidates in receipt of a Blue card (working with children check), Southport State School OSHC will complete and lodge an application form - Authorisation to confirm a valid card
4. Unsuccessful interviewees will be notified as soon as possible by a nominated person from the selection panel.

## **Conflicts of Interest and Recruitment**

Southport State School OSHC may at times employ family members or personal friends of employees. The following procedures will apply in addition to the above employment procedures:

1. There will be no preferential treatment for family members/personal friends in the employment relationship; such conduct will be taken seriously, and disciplinary action will be followed if a conflict of interest has not been managed transparently or according to procedure.
2. No appointment of a family member or personal friend will be made without following the agreed recruitment process.
3. All candidates will be asked to disclose any actual or perceived conflicts of interest as part of routine interviewing questions.
4. Persons with responsibility in decision-making are additionally responsible for disclosing any actual or perceived conflicts of interest prior to undertaking interviews of the candidate. These disclosures are to be made to the Southport State School P&C Association. The Southport State School P&C Association will appoint a suitable alternative delegate where they see relevant.
5. Any subsequent appointment processes will not involve the relevant employee and all reference checks will be made by a nominated person who is independent of the relationship.

Timesheets will not be authorised by family members or associated persons. Where the Nominated Supervisor has a member of the family working in Southport State School OSHC, timesheets will be authorised by a nominated representative of management.

Ongoing management of employees where a conflict of interest exist is covered in policy [4.8 – Employee Underperformance, Misconduct and Disciplinary Action](#).

## **Orientation and Induction**

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All new employees will be given (at least) a 2 hour induction to ensure they are equipped and supported to understand and fulfil their role.

Induction will cover, but is not limited to:

- Receiving the Southport State School OSHC Employee Welcome Information Pack, containing:
  - Employee Handbook.
  - Employee Record Form.
  - Position Description.
  - Details and location of the Award.
  - National Employment Standards Information Statement
  - Union Information.
  - Confidentiality/Privacy Agreement.
  - Child Protection Information Sheet.
- Location and orientation of:
  - Southport State School OSHC's policies and procedures.
  - National Quality Standard for Education and Care Services.
  - My Time, Our Place Framework for School Age Care in Australia.
- A walk-through of Southport State School OSHC premises, outlining the key facilities and emergency plans.
- A discussion with the Nominated Supervisor (or delegate) to outline and introduce:
  - The other educators of Southport State School OSHC and their roles.
  - Duty of care responsibilities and supervision practices.
  - Rostering and communication procedures.
  - Programming and documentation procedures.
  - Work Health and Safety procedures and responsibilities.

Each educator's first shift will be paired with a suitably experienced educator to 'shadow' them through the role and expectation. The Nominated Supervisor will meet with the new educator at the end of the shift to debrief.

Within two weeks of employment commencing, the employee shall be expected to complete the Induction and Orientation checklist, signing to say that they have received appropriate and effective induction and return it to the coordinator.

## Employee Retention

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Southport State School OSHC will actively work towards supporting educators to develop professionally through:

- Encouraging attendance at workshops,
- Supporting networking opportunities,
- Supporting higher education and qualification attainment,
- Enabling 'on the job' development and learning through coaching, mentoring and effective leadership,
- Providing regular opportunities for team members to come together and share thoughts and ideas enabling critically reflective practice.

Southport State School OSHC may provide benefits for employees who demonstrate an ongoing commitment to their role and use professional standards effectively to guide their practice through employee acknowledgement programs which may include:

- Employee of the month,
- Appreciation certificates,
- Career advancement/promotion,
- Staff fee discount,
- Other rewards as deemed appropriate by management.

## Employee Assistance Program

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The Southport State School P&C Association acknowledges that educators may from time to time need emotional or psychological support both personal and work related problems therefore, an Employee Assistance Program

(EAP) will be accessed and made available to employees when/as the need for counselling arises. This service will be free, professional and confidential for employees.

## Employment Exit Interviews

Southport State School OSHC will develop exit interview strategies to ascertain reasons for staff turnover with the intention to develop strategies to promote job satisfaction for existing employees.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.299 General qualification requirements for educators—children over preschool age
- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and Management

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000
- Fair Work Act 2009 (Cth)
- Anti-Discrimination Act 1991 (Qld)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[4.3 Working with Children Check \(Blue Card\) Management](#)

[4.5 Code of Conduct](#)

[4.7 Employee Qualifications – Monitoring Progress](#)

[4.8 Fit for Work](#)

[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.13 Workplace Health and Safety](#)

Policy 4.1 Recruitment and Employment of Educators				
Endorsed By: Southport State School P&C Executive Committee				
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4.1-2024/1 - Combined previous policies 8.1, 10.10 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 4.2 Employee Remuneration and Entitlements Policy

### Policy Statement

The Southport State School P&C Association recognises the value of a high-quality workforce and acknowledges the contribution that pay and conditions have on employee satisfaction and performance and therefore will ensure that all employees are appropriately remunerated and receive entitlements in accordance with conditions that are no less than those prescribed in the relevant award.

The Southport State School P&C Association also acknowledges that educators will from time to time be requested to act in a higher duty position, providing informed consent prior to undertaking any additional responsibilities. Those educators who provide consent to act in a higher duty position shall be remunerated at a level consistent with the additional responsibilities.

The Southport State School P&C Association recognises its employees, particularly casual educators, may seek to have increased stability of their employment and where relevant, they may seek to request a transition from casual to more permanent employment. The Southport State School P&C Association will undertake a fair assessment, balancing employee's wishes and the OSHC business needs when deciding on the feasibility of a transition application.

Employees may, on occasions, be provided with the opportunity to complete administrative, clerical or computer-based work from their own home. The provision of this flexibility will be at the discretion of the Southport State School P&C Association.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure employees are paid as per the current industrial award for their position</li><li>• Ensure current copies of the relevant award are available</li><li>• Review workforce capacity to determine employee casual conversion opportunities</li><li>• Review opportunities for working from home arrangements where necessary</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Approve all employee timesheets</li><li>• Delegate higher duty responsibilities as necessary</li><li>• Maintain records and documentation related to higher duty delegations</li><li>• Support casual employees with requests for employment conversion</li><li>• Monitor employees with working from home arrangements</li><li>• Monitor and advise the Southport State School P&amp;C Association of employee leave accruals</li></ul>

### Procedures

#### Payments to Employees

Employees will be required to submit a timesheet for approval to the employer or the employer's delegate by each week on a Tuesday.

The timesheet will be reviewed within a 24-hour (working days) period and processed once approved.

Incomplete and inaccurate timesheets will not be approved and the employee will be requested to rectify the oversights within a reasonable timeframe. Intentionally inaccurate timesheets may be considered fraudulent when hours claimed to have been worked, have not been worked.

Claims for additional hours must be approved by the Coordinator prior to being worked, other than in the event of an emergency or unforeseen event such as a parent being late to collect a child. Additional hours will be accrued as TOIL and taken in accordance with the award.

Pay slips will be forwarded to an employee within one day of their pay being processed. PAYG (Pay as You Go) summary, as required by the Australian Taxation Office, will be issued to employees at the end of each financial year recording the full years' worth of pay received from the employer.

## Negotiated Above Award Conditions

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Southport State School P&C Association may enter into negotiated arrangements with above award conditions for employees to ensure they provide a competitive employment arrangement which includes the capacity to retain qualified, experienced and skillful employees.

In making such a decision, the Southport State School P&C Association will consider:

- Performance and experience,
- Qualifications, skills and knowledge,
- Compliance history,
- Business, educational and change leadership capability; and
- Innovation and strategic planning endeavours.

## Higher Duties

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All educators acting in a higher duty position will be provided with a clear position description that defines the differences in the responsibilities between the role of the educator and the additional duties of the higher duty role.

The educators performing higher duties must give their signed consent to undertaking this additional responsibility and this will be maintained on Southport State School OSHC's Staff Record.

Remuneration for educators performing higher duties will be calculated as per the relevant award.

### Responsible Person Delegation

Generally, remuneration as the Responsible Person is taken into account for award payments aligned to Coordinator/Director and Assistant Coordinator/Director roles.

Employees remunerated at lower levels who are asked to, are deemed capable of and agree to act as the Responsible Person-in-Charge, shall be remunerated an hourly award-based payment for acting in such a role as determined appropriate.

## Transition from Casual Employment Engagement

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Southport State School OSHC appreciates the corresponding advantages to the continuity of care and impact on employee wellbeing as a result of a more routine and ongoing employment arrangement therefore, any offers or requests to transition from casual employment will be considered on their individual merits and be based on reasonable business needs.

### Offer to Transition from Casual

The Southport State School P&C Association recognises an obligation to assess and offer a transition from casual to permanent employment where there is capacity to accommodate ongoing stability and is committed to review the capacity for permanency where there has been regular and systematic employment of educators demonstrating sound performance.

The Southport State School P&C Association is committed to consultation around any significant workplace changes and will communicate relevant considerations - gathering employee's perspectives in making employment decisions regarding current employees. Casual employees will not be compelled towards accepting a permanent role however, they may be asked to confirm their preferred engagement as being casual, if they choose to continue their employment under those terms.

### Request to Transition from Casual

A casual employee seeking to transition to a part or full-time engagement must make their request in writing (via email) to the Southport State School P&C Association. The Nominated Supervisor should, without



prejudice, support casual employees to submit their request to the Southport State School P&C Association for determination. Requests by the employee should include the following details:

- a) Type of engagement the employee is seeking (part or full-time),
- b) Where the request is for part-time, the number of hours per week the employee is seeking,
- c) The reason for the request.

### **Decision-Making**

The Southport State School P&C Association will acknowledge receipt of the employee's request and communicate potential timeframes for decision-making. The Southport State School P&C Association should, unless the circumstance does not permit, make a determination with 21 days (consistent with flexible work arrangement requests).

The Southport State School P&C Association in considering the request will assess both merit and feasibility including:

- The length of employment,
- Level of qualification,
- Employee's performance, conduct, and work history,
- Financial impact and sustainability,
- Impact on rostering and staffing composition.

The Southport State School P&C Association may grant the request:

- in full,
- in part (offering a fixed-term contract or fewer hours than requested); or
- subject to condition (such as a change in responsibilities).

The Southport State School P&C Association reserves the right to refuse the request however it must be based on reasonable grounds. The Southport State School P&C Association will give the employee written notice of the decision including the reasons for the decision, where relevant.

### **Conflicts of Interest**

Where a conflict exists between the Southport State School P&C Association and the employee, in relation to a request to transition from casual employment, then the relevant procedures in policy [4.1 Recruitment and Employment of Educators](#) will be followed.

## **Entitlements and Allowances**

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Employees shall be paid entitlements and allowances in accordance with the relevant Award. Employees shall be required to submit an entitlement and allowance claim form with their timesheet in the relevant pay period.

### **Kickbacks and Rewards Programs**

Employees shall not be permitted to obtain any personal benefits such as kickbacks and rewards programs from purchases made by the employer for resources, equipment, food or other goods. All rewards programs connected with Southport State School OSHC shall be for the sole use of Southport State School OSHC unless otherwise approved by the Southport State School P&C Association.

## **Employee Working From Home Arrangements**

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Employees offered work from home duties will be required to complete a relevant assessment to ensure the work environment and practices support the health and safety of the employee. In making a determination for an employee to work from home the Southport State School P&C Association must be satisfied that all safety risks and concerns have been considered and addressed where necessary. Employees working from home will be able to address any safety issues with their manager or the Southport State School P&C Association at any time and they must continue to monitor for safety issues and report these immediately to their manager for resolution.

The Southport State School P&C Association may not have the capacity to provide devices for each employee offered working from home arrangements therefore employees will have an opportunity to use their personal device for some aspects of their work. When using personal devices for work, the employee is to reduce the risk of electric shock by ensuring their equipment is in good repair and working order.

The employee will be supervised remotely by their manager, and this could include video teleconference, emails or phone calls to update on progress and report any critical information. The employer recognises their duty to ensure all workers, including those working from home are protected from harm as far as reasonably practicable. Where the employee cannot fulfil the requirements to work from home safely or productively, the opportunity will be withdrawn.

While working from home, Southport State School OSHC's policies and procedures will apply. Employees must ensure their conduct is consistent with the expectation of Southport State School OSHC while working from home.

## Employee Leave

Southport State School OSHC management seeks to ensure that all employee leave and entitlements are managed in accordance with clearly articulated guidelines so as not to negatively impact on the operations of Southport State School OSHC. This policy shall include all applicable forms of leave and relevant entitlements.

### Application for leave entitlements

All employees seeking to take extended leave such as Annual Leave or Leave without pay shall submit their request in writing to the Southport State School P&C Association at least two weeks prior to such leave being requested. Employees requesting Long Service Leave must submit their request, in writing to the Southport State School P&C Association, at least 3 months prior to the leave being taken.

Management shall approve such leave unless the impact of leave is detrimental towards the successful operations of Southport State School OSHC. Should leave not be approved, the employee shall be entitled to have notification and rationale within 3 working days of the original request for leave.

### Sick leave entitlements

All sick leave shall be reported to the immediate supervisor of that employee to ensure a suitable replacement can be obtained. Southport State School OSHC shall have pre-planned arrangements for filling shifts when educators call in sick.

If this is the Coordinator/Nominated Supervisor, then such report shall be made to the person expected to assume responsibility for Southport State School OSHC on that day or throughout the duration of leave. This person must be either the Southport State School P&C Association or delegated as a Responsible Person.

### Leave accruals

Southport State School OSHC management shall ensure that employees do not accrue any more than 6 weeks' annual leave per annum. This shall be monitored through providing a balance sheet with annual audited reports documenting leave accruals. Employees shall receive notification of their leave accruals on their pay slip. All types of leave shall be appropriately recorded on rosters and timesheets.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and Management

### Additional Regulatory Context and Guidance

- Childrens Services Award 2010
- Parents and Citizens Association Award – State 2016
- Education (Services) General Staff Award 2010
- Work Health and Safety Act 2011
- Fair Work Act 2009

## Related Policies and Procedures

[4.1 Recruitment and Employment of Educators](#)  
[4.3 Working with Children Check \(Blue Card\) Management](#)  
[4.5 Code of Conduct](#)  
[4.8 Fit for Work](#)  
[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)  
[7.5 Governance and Management](#)  
[7.6 Privacy and Confidentiality of Records](#)  
[7.13 Workplace Health and Safety](#)

## Appendices and forms

[WH&S Working from Home Safety Assessment](#)

Policy 4.2 Employee Remuneration and Entitlements Policy				
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Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
4.2-2024/1 - Combined previous policies 8.15, 8.16 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 4.3 Working with Children Check (Blue Card) Management

### Policy Statement

Southport State School P&C Association must ensure individuals associated with the operations and working directly with children hold a positive notice (or exemption) Blue Card (Working with Children Check). Southport State School OSHC will maintain records to ensure the probity of all relevant persons and compliance with statutory obligations.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure a blue card register is maintained at Southport State School OSHC.</li><li>• Report relevant notification to Blue Card Services.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Maintain Southport State School OSHC's blue card register</li><li>• Support personnel with lodging relevant forms and notifications, including warning persons that it is an offence to apply for a blue card if they are a disqualified person.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Must report changes of police information to Southport State School OSHC</li></ul>

### Procedures

#### Positive Notice Requirements for Employees, Volunteers and Governance

All employees, volunteers and executive members of the Southport State School P&C Association must hold a current and valid Positive Notice for Child Related Employment Blue Card before starting any engagement.

All prospective paid employees will not be engaged to work at Southport State School OSHC without being in receipt of a current blue card. Evidence of a valid 'paid' blue card / or a valid volunteer blue card with receipt that a form has been submitted to transfer from Volunteer to Paid, must be submitted to Southport State School OSHC before being engaged in any employment.

#### Linking Blue Cards to the Organisation

All individuals require a Blue Card to be linked to the organisation. Once set-up with an Organisation Portal, the Southport State School P&C Association or Nominated Supervisor will be able to link an employee to the organisation. **This must be done prior to starting at the Southport State School OSHC.**

The Southport State School P&C Association will be responsible for allowing and managing Organisation Portal access.

#### Blue Cards Register

A blue card register will be maintained at Southport State School OSHC containing the copies of blue cards of all employees, volunteers and executive members of management. The register will be referred to by the Nominated Supervisor/Administrator on a regular basis to track expiry dates.

#### ***Renewal Monitoring***

The Nominated Supervisor will confirm the upcoming Blue Card expiries on the first day of each month. By using either the Organisation Portal or phoning Blue Card Services (1800 113 611) all Blue Card with expiries within the next 8 weeks will have the renewal status confirmed. As long as an individual submits their renewal application before their current card expires, they will be able to continue in their relevant role.

#### ***Police History Changes***

It is no requirement for organisations to notify Blue Card Services of employee policy history changes, Blue Card Services will notify Employers when appropriate.

### ***Exiting Employees and Volunteers***

The Nominated Supervisor (or where relevant, the Southport State School P&C Association) will notify Blue Card Services when a person leaves their engagement with Southport State School OSHC via the Organisational Portal (or other appropriate means in the absence of portal access)

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.145 Staff record
  - R.146 Nominated supervisor
  - R.147 Staff members
  - R.148 Educational Leader
  - R.149 Volunteers and students
  - R.150 Responsible person
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management

### **Additional Regulatory Context and Guidance**

- Working with Children (Risk Management and Screening) Act 2000
- A New Tax system (Family Assistance) Act 1999 (Cth)
- Department of Education - Child Care Provider Handbook

## **Related Policies and Procedures**

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[4.1 Recruitment and Employment of Educators](#)

[4.4 Volunteers and Students](#)

[4.5 Code of Conduct](#)

[4.7 Employee Qualifications – Monitoring Progress](#)

[4.8 Fit for Work](#)

[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.13 Workplace Health and Safety](#)

Policy 4.2 Working with Children Check (Blue Card) Management				
Endorsed By: Southport State School P&C Executive Committee				
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4.2-2024/1 - Combined previous policies 8.2, 8.3 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 4.4 Volunteers and Students

### Policy Statement

Volunteers can play a positive role in enhancing the range of activities and supports available, while also embodying our collaborative approach towards education and care. For the purposes of this policy, the meaning of volunteers also includes students in an unpaid role (i.e. practicum placement)

This policy aims to establish clear guidelines around the engagement, responsibilities, and management of volunteers, ensuring that their involvement is aligned with Southport State School OSHC's objectives, regulatory compliance, and the highest standards of safety and wellbeing.

All volunteers will be subjected to necessary screening and inductions to ensure the safety and wellbeing of the children. Southport State School OSHC recognise volunteers have the right to a safe and supportive environment, therefore, clear communication regarding their roles, and respect for their individual skills and contributions will be established.

All volunteers will undergo a sound induction to ensure they understand their responsibilities to adhere to Southport State School OSHC's policies and procedures, maintain confidentiality, and engage in interactions that uphold the safety, respect, and inclusivity of Southport State School OSHC's environment.

Consistent supervision and support will be provided to volunteers to ensure they have clear direction and feel valued within Southport State School OSHC. All volunteers will work under the guidance and direction of a designated staff member, ensuring alignment with our programs, practices and service philosophy

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure procedures are created to monitor and maintain suitable management on volunteers to uphold the safety and wellbeing of children.</li><li>• Ensure records are maintained to demonstrate compliance.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Ensure compliance with organisational and legislative standards.</li><li>• Lead a suitable suitability assessment and induction to support a volunteer's engagement, learning and development.</li><li>• Complete documentation and maintain relevant records.</li></ul>
Responsible Person in Charge	<ul style="list-style-type: none"><li>• Monitor the conduct of volunteers and interaction with children.</li><li>• Support learning and development.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• To support interactions with children and guide learning and development.</li><li>• Ensure the safety and wellbeing of children through supporting volunteer's understanding of procedures, expectations and interactions.</li><li>• Report any concerns immediately.</li></ul>

### Key Tasks and Responsibilities

Assessing suitability	The Nominated Supervisor is responsible for ensuring any volunteer engaged at Southport State School OSHC meets the relevant requirements for suitability, including holding a working with children check and demonstrating an ability to suitably educate and care for children.
Induction and supervision	The Nominated Supervisor is responsible for ensuring induction procedures are followed and the volunteer is suitably trained prior to education and care responsibilities. The Nominated Supervisor or Responsible Person will ensure the volunteer has a suitable educator to guide practices and provide direct supervision.
Record Keeping	The Nominated Supervisor will manage the administration tasks, including the relevant record keeping.



## Procedures

### Blue Cards (Working with Children Check)

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Volunteers must hold a blue card before they begin at Southport State School OSHC in any capacity. An application to 'Link a cardholder to the organisation' will be lodged to Blue Card Services upon commencement. Copies of the volunteers Suitability Card (Positive Notice) will be kept on file.

#### ***Suitability and Induction***

The Nominated Supervisor will meet with any persons interested in volunteering before agreeing to their engagement. The Nominated Supervisor will be satisfied the volunteer is suitable (demonstrates expected knowledge, skill and abilities) to care for children attending Southport State School OSHC.

It is the responsibility of the Southport State School P&C executive, employees of Southport State School OSHC, volunteers and students to make a declaration of any conflict of interest as soon as this becomes known to the person. This declaration should be made to the relevant person in the organisation. All conflicts of interest should be reported to the Southport State School P&C Association.

An induction process will be undertake prior to participating in Southport State School OSHC and interaction with children. The topics covered in the induction include (but are not limited to):

- The Service's Philosophy including its commitment to an environment which is safe and friendly to children,
- The location of the Policy and Procedure Manual, including an outline of key procedures,
- Procedures to follow when child in need of protection (although not a mandatory reporter),
- Feedback and Complaints procedures,
- Plans for emergencies, evacuation, incidents, illness and first aid,
- Expected role for behaviour support and guidance,
- Code of Conduct,
- Work Health Safety Manual.

### Conduct and Engagement

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All Volunteers will be asked to acknowledge their understanding and commitment to the Code of Conduct. Volunteers will be held to the same standard of behaviour as all employees.

Volunteers will be supported and guided by other Educators while participating in Southport State School OSHC, especially during the initial orientation shifts. Where possible Southport State School OSHC will pair the volunteer with an Educator to mentor and model the role and expectations.

If assessed as being both suitable and competent, volunteer workers *may* be counted towards the Educator-to-child ratios for Southport State School OSHC, provided they meet the qualification requirements.

Volunteers under the age of 18 *must* be fully supervised at all times.

### Record of Volunteer Details

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The Nominated Supervisor is to record the personal details of all volunteers including –

- Full name,
- Address,
- Date of birth,
- Blue card details (number and expiry), and
- Record of attendance (recording the details of the date and time each day the volunteer or student participated).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.169 Offence relating to staffing arrangements
  - s.170 Offence relating to unauthorised persons on education and care service premises
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.145 Staff record
  - R.149 Volunteers and students
  - R.151 Record of educators working directly with children
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Work Health Safety Act 2011 (Qld)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[4.2 Working with Children Check \(Blue Card\) Management](#)

[4.5 Code of Conduct](#)

[4.8 Fit for Work](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.13 Workplace Health and Safety](#)

Policy 4.4 Volunteers and Students				
Endorsed By: Southport State School P&C Executive Committee				
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# 4.5 Code of Conduct

## Policy Statement

The Southport State School P&C Association expects that all people connected to Southport State School OSHC, in particular employees and other individuals interacting with children to conduct themselves in a manner that is consistent with a high standard of professionalism and ethical practice. Our Code of Conduct serves as a roadmap for professional and ethical behaviour. It is more than just a set of rules; it's a statement of our collective values, the principles that guide our interactions, and the standards against which we measure all conduct. By adhering to this code, personnel are not merely complying with a set of rules, but actively contributing to a culture of respect, integrity, and high-quality care and education.

The dynamic nature of OSHC means it is crucial to establish foundational instructions to foster a nurturing, inclusive, and safe environment for all involved. A Code of Conduct serves as this essential framework, outlining the behaviour standards and ethical considerations that underpin a positive and productive community. All stakeholders benefit from clear guidelines that delineate what is expected, what is encouraged, and what is unacceptable.

## Commitment to a Culture of Safety

The protection of children and the contribution to their wellbeing is a fundamental principle of Southport State School OSHC. The nature of being a stakeholder to an education and care service means the fostering of positive relationships between adults, children and their families. It is critically important that in forming and maintaining these relationships and interactions we do not compromise children and young people's welfare. Therefore, Southport State School OSHC has developed a clear outline of expected behaviour to support positive interactions and relationship, which forms a significant aspect of the Code of Conduct and address the requirements of our Child and Youth Risk Management Strategy.

### A Shared Responsibility

Creating a respectful, supportive, and safe environment is a responsibility that we all share. It requires active participation and collaboration from every individual. While high standards of behaviour are expected for all employees, those in manager/advisory roles have even higher expectations to lead a culture that reflects a positive and professional attitude of their work, act collegially, and support the needs and safety of the children and families accessing Southport State School OSHC.

## Compliance and Accountability

Adherence to this Code of Conduct is not optional; it is mandatory for all staff, volunteers, students on placement, and where relevant, parents. Failure to comply exposes families to risks, undermines Southport State School OSHC's values, and impacts the quality of the education and care we provide. Southport State School OSHC maintains systems to ensure compliance, including but not limited to reporting mechanisms, investigation processes, and disciplinary actions.

## Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• To establish a Code of Conduct for Southport State School OSHC's employees and relevant people that will have the opportunity to interact with children and young people</li><li>• Ensure all employees are communicated and supported to meet the expectations of the Code of Conduct</li><li>• Investigate instances where the Code of Conduct has not been upheld by employees.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Orientate staff to Southport State School OSHC's Code of Conduct when beginning employment</li><li>• Monitor Educator and staff behaviour, guide reflection of Southport State School OSHC's expectation for employees and respond in instances where there are concern about employee conduct</li></ul>

	<ul style="list-style-type: none"> <li>• Model appropriate standards of behaviour</li> <li>• Advise the Southport State School P&amp;C Association of concern or allegations of employees not meeting the Code of Conduct</li> </ul>
Responsible Person in Charge	<ul style="list-style-type: none"> <li>• Monitor Educator and staff behaviour and respond to instances of concern about employee conduct, following reporting guidelines</li> <li>• Model appropriate standards of behaviour</li> <li>• Advise the Southport State School P&amp;C Association of concern or allegations of employees not meeting the Code of Conduct</li> </ul>
All Staff	<ul style="list-style-type: none"> <li>• Monitor the behaviour of peers, report any concerns identified</li> <li>• Ensure behaviour is consistent with the expectations of the Code of Conduct</li> </ul>

## Key Tasks and Responsibilities

Establishing a clear framework for behaviour	The Southport State School OSHC is responsible for the development and implementation of the Code of Conduct. These are to set out the standards and expectations of behaviour required for stakeholders, especially employees and volunteers of Southport State School OSHC.
Following behaviour expectations	All persons connected to Southport State School OSHC must display behaviours and make judgements compatible with the expectations set out in the Code of Conduct, especially employees and volunteers of Southport State School OSHC.
Reporting concerns	Any educator can report concerns around a person's behaviour, primarily to the Nominated Supervisor, or the Southport State School P&C Association if required. The Southport State School P&C Association is responsible for ensuring relevant management action is carried out to investigate and respond to concerns or breaches.

## Procedures

### Application

1. Employees will be provided with both relevant copies of the Southport State School OSHC's Code of Conduct prior to commencing employment or when the policy is updated.
2. Employees must demonstrate an understanding and commitment to the Code of Conduct as they will be expected to consistently uphold the agreement during their employment with Southport State School OSHC.
3. The Nominated Supervisor will be responsible for monitoring and immediately addressing the concern of educator and volunteer conduct.
4. Issues relating to educator conduct will be notified to the Southport State School P&C Association.
5. Staff with concerns about a manager's (Nominated Supervisor) conduct are encouraged to communicate directly with the Southport State School P&C Association.
6. Breaches to a Code of Conduct will be taken seriously. Allegations of breaches of the Code of Conduct by employees will be managed through underperformance and misconduct proceedings ([4.8 Employee Underperformance, Misconduct and Disciplinary Actions](#)), which may result in action taken by the Southport State School P&C Association up to and including termination.
7. Any updates to the Code of Conduct will be required to be acknowledged by all employees, as outlined in item 2.

### Conduct for parents (and other persons) Interacting with Children

Southport State School OSHC has outlined expectations for any individual with an opportunity to interact or form relationships with children who access Southport State School OSHC and expects all persons interacting with children connected to Southport State School OSHC (including parents and families during their access) will display the highest level of respect, care and safety.

While aspects of the Code relate to employment, anyone with paid or unpaid responsibilities for the care of children, will be expected to act consistently with the aspects of interactions, relationships and trust. Details of this code of conduct will be made available to employees, management, families, volunteers and visitors.

Any persons failing to meet the standard of conduct expected and described in this code will be counselled, and/or be suitably sanctioned or discipline (as appropriate) up unto and including suspension or exclusion from Southport State School OSHC.

## Compliance Breaches

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Southport State School OSHC expects all persons must comply with the conduct outlined in this policy. Likewise, any persons suspecting breaches of this code are to report details to the Nominated Supervisor or Southport State School P&C Association for a response.

Any persons failing to meet the standard of conduct expected and described in this code will be counselled, and/or be suitably sanctioned or discipline (as appropriate) up unto and including suspension or exclusion from Southport State School OSHC, as relevant to their role.

### Southport State School OSHC Code of Conduct

#### 1. General Principle

Southport State School P&C expects that all persons engaged with any of the operations, support or management of the P&C organisation will display the highest standards of professional and personal conduct in the discharge of their duties. The expected behaviour expressed in this policy is consistent with our commitment to our *Child and Youth Risk Management Strategy*.

#### 2. Coverage

The Southport State School OSHC Code of Conduct applies to:

- The Southport State School P&C Association
- Southport State School OSHC management
- All Southport State School OSHC employees
- Volunteers engaged at Southport State School OSHC

#### 3. Obligations

The conduct of managers, employees and volunteers (personnel) should uphold the P&C commitment to safety and professionalism. In doing so, all relevant persons should:

- Comply with the organisation and community standards of behaviour in dealing with others within and beyond the organisation.
- Comply with the Southport State School OSHC's policies and procedures and legislative requirements and obligations.
- Perform duties in a responsible and professional manner.
- Display sound stewardship of the Southport State School OSHC's resources and belongings.
- Promote the Southport State School OSHC's reputation and the value to quality school-age care into the broader community.
- For person's with working or interacting directly with children – these people must comply with Southport State School OSHC's policy for Interaction with Children and Young People.

#### 4. Relationships and Interpersonal Behaviour

Southport State School P&C's personnel are expected to foster sound working relationship, as they will:

- Treat everyone with courtesy, respect, consideration throughout their interactions and communication with others.
- Be sensitive and responsive to the dignity and rights of others, refraining from interacting in a manner that impacts on the rights of others, including not engaging in any form of:
  - Harassment
  - Discrimination (e.g. based gender, age, race, impairment, disability, religious beliefs, political beliefs, sexual orientation or identity)

- Bullying
- Victimisation
- Act in good faith and honesty with the responsibility and delegation placed within your position.
- Uphold the professional boundaries of the relationships that develop through your engagement, including acting with transparency and ethical standards.

## 5. Teamwork

Southport State School P&C's personnel are expected to build cooperation and partnership, and should:

- Foster teamwork and collegiality among all internal stakeholders, expressing gratitude to the effort and contribution others bring.
- Consider the impact on your decision and behaviour on the wellbeing of others – refrain from acting in a manner that would reasonably distress, intimidate, undermine or threaten a colleague or stakeholder.
- Display a constructive attitude when navigating conflict and grievances with others.
- Refrain from acting in any way that would unfairly harm the reputation or position colleagues.

## 6. Privacy and Confidentiality

Southport State School P&C's personnel are expected to maintain the organisation's commitment to privacy and confidentiality, particularly around the organisation's sensitive and personal information, and should:

- Not share or disclose information that is not consistent with a fair, just or reasonable purpose.
- Ensure that information collected by the organisation is only used for the purpose intended.
- Ensure the security of information is maintained.

## 7. Stewardship

Southport State School P&C's personnel are expected to protect the resources and finances of the organisation, and should:

- Use the Southport State School OSHC's resources properly and responsibly for legitimate purposes only
- Use resources in a manner that does not contribute to the risk to safety for others, the community or environment,
- Strive to obtain value for the organisation's purchases and spending.
- Avoid waste and secure Southport State School OSHC's belongings against theft or fraud.
- Maintain the integrity and security of Southport State School OSHC's intellectual property.

## 8. Professionalism

Southport State School P&C's personnel are expected to be professional and should:

- Perform duties diligently, conscientiously and with integrity to the best of your ability.
- Maintain knowledge of professional and ethical standards relevant to your area of expertise — engaging learning and development opportunities to enhance your capacity to perform, as required.
- Strive to deliver the highest of quality education and care for our community.
- Comply with any relevant legislative requirements.

## 9. Conflicts of Interest

Southport State School P&C's personnel are expected to act ethically for the best interest of the organisation and should:

- Not take improper advantage of any official information gained in the course of our employment.
- Ensure that financial or non-financial interest does not conflict, or appear to conflict, with or compromise the obligations and requirements of your duties and performance.

- Avoid actual or perceived conflicts of interest through transparency in decision-making and declaring potential conflicts of interest for impartial management.

## 10. Safety and Health

Southport State School P&C's personnel are expected to uphold a safe and healthy environment and should:

- Uphold a duty of care, especially where services care for the needs of children.
- Take responsibility for the health and safety of yourself and others when carrying out duties.
- Present to your role with adequate fitness, alertness and hygiene to perform the duties.

## 11. Fairness and Resolution

Southport State School P&C's personnel are expected to deliver a fair and reasonable response to concerns of others and should:

- Facilitate a fair process for responding to compliance, grievances and disputes.
- Respond with integrity and advocacy for the rights of ourselves and others.
- Uphold ethical decision-making to promote fairness, justice and collaborative partnerships for stakeholders.

## 12. Interactions and Relationships with Children

Southport State School P&C's personnel are expected to act in a manner that upholds the safety, protection, and respect of children, including:

- Maintaining children's dignity and rights.
- Guiding and supporting children toward acceptable behaviour and choices.
- Not compromising professionalism and boundaries of children and their families.
- Never expose children to
  - Inappropriate, harsh or sexualised language, or
  - physical punishment.

## 13. Reputation

Southport State School OSHC personnel are expected to promote the interest and character of the service and should:

- Engage the community with respect for individuals and their diversity.
- Promote Southport State School OSHC where possible in your professional interactions with others.
- Refrain from presenting yourself as a spokesperson or acting on behalf of the organisation unless authorised to do so.
- Refrain from engaging in any activity that may compromise the integrity and reputation of Southport State School OSHC.

## 14. Compliance Breaches

- All personnel must comply with this Code of Conduct and report any breaches to their manager or the Southport State School P&C Association, as appropriate.
- All personnel are expected to report any suspected corrupt, criminal or unethical conduct directly to the Southport State School P&C Association.

- Any employee displays conduct inconsistent with the standard outlined in OSHC’s Code of Conduct will be counselled accordingly, and/or disciplined in accordance with the Southport State School OSHC’s relevant policy and procedure

## Code of Conduct when Interacting with Children and Young People

### Guiding Principles

Southport State School OSHC expects that all persons interacting directly with children and young people at Southport State School OSHC will demonstrate the highest standards of personal conduct to uphold the commitment to safety and wellbeing of children.

Southport State School OSHC recognises the nature of providing quality education and care means the fostering of positive relationships between adults, children and their families. It is critically important that in forming and maintaining these relationships and interactions we do not compromise children and young people’s welfare. Therefore, Southport State School OSHC has developed a clear outline of expected behaviour to support positive interaction and safety.

This Code of Conduct for Interacting with Children and Young People has been developed to support the organisation’s *Child and Youth Risk Management Strategy*.

### Conduct Expectations

The Southport State School OSHC Code of Conduct for Interacting with Children and Young People applies to all people involved with the service, including:

- The Southport State School P&C Association
- Southport State School OSHC Management
- Southport State School OSHC Employees (including permanent, temporary and casual)
- Volunteers
- Children and Young People
- Parents
- Consultants and Contractors
- Visitors

#### Relationships (and Professional Boundaries)

**All persons will maintain professional boundaries in their relationships with children and families. Education and care professional and the community in which they operate rely on the fostering of positive relationships between adults and children and young people. These settings are places where adults can have a significant influence in the lives of children and young people.**

**These features make it extremely important that all people involved in the service understand how to foster positive relationships in ways that do not compromise children and young people’s welfare. The professional boundaries outlined in this code apply beyond specific education or care premises and extend to the contact, communication and interaction that might be facilitated outside the bounds of the service. For example, where educators have a ‘*duality of roles*’ – meaning they support families of the service in another context as well.**

**The context and richness of the connection with people to their community can influence the likelihood of stakeholders within the OSHC service sharing social relationship and duality of roles (e.g. being an Educator and a local sporting coach). There can be legitimate reasons, on occasions, to attend social events which involve private and informal contact with the families that employees of the service work).**



### Appropriate was to manage external interaction

Following the guidelines will assist stakeholders in navigating the complexities of creating clear personal and professional boundaries, these form the expectation for people involved in our OSHC service:

- The trigger for external social contact and interaction ought to be generated via the relationship with the event or group, rather than by invitation of children or young people. A request by parents (adults) may be more appropriate. However, the employee will be transparent and either seek advice or disclose the social interaction from service management before proceeding.
- Employees should avoid being alone with children and young people on any occasion.
- People should conduct themselves in a way that will not give others a perception to question their suitability to interact with children or young people. For example, consuming alcohol in a social situation with families of the service in attendance may impact both the perception of professionalism and a person's judgement of a professional boundary.
- All persons privileged with service information should politely refuse to discuss matters relating to the workplace or service and never discuss children or young people's learning or social progress outside of policy guidelines.
- If a person feels unsure or uneasy about a situation, they should discuss it openly with a relevant service manager and if an employee develops an approved plan of action to be followed.
- Employees of the service are required to act consistently with the service's policies and expectation.
- Establish clear expectations for pre-existing non-professional relationships and ensure these are followed.








### Inappropriate conduct and boundary violations include:

Personal and Inappropriate Disclosure	<ul style="list-style-type: none"><li>• Discussing personal details of self, other stakeholders or children in a non-professional forum.</li><li>• Seeking advice or support for personal matters from people whom you have a professional relationship.</li><li>• Discussions of a personal or intimate theme with children and young people.</li></ul>
External Contact	<ul style="list-style-type: none"><li>• Inviting, allowing or encouraging children or young people to attend a staff member's home.</li><li>• Inviting, allowing or encouraging children and young people access to a staff member's personal internet locations (e.g. social networking sites).</li><li>• Attending children or young people's homes or their social gatherings.<ul style="list-style-type: none"><li>• Being alone with a child or young person outside of professional responsibility.</li></ul></li><li>• Offering overnight, weekend, holiday care of children and young people (where this is not through another formal and professional mechanism i.e. employed at a respite facility).<ul style="list-style-type: none"><li>• Any secretive or concealed contact or interaction.</li></ul></li></ul>
Acting Outside Scope of Role	<ul style="list-style-type: none"><li>• Adopting an ongoing welfare role that is beyond the scope of a person's position or responsibility (e.g. an educator responding as an informal counsellor)</li></ul>



Possessions and Gifts	<ul style="list-style-type: none"> <li>• Giving personal gifts or special favour.</li> <li>• Singling the same children and young people out for special duties or responsibilities.</li> </ul>
Violation of Privacy and Dignity	<ul style="list-style-type: none"> <li>• Entering change rooms or toilets occupied by children or young people when supervision is not required or appropriate.</li> <li>• Using toilet facilities allocated to children and young people.</li> <li>• Undressing using facilities set aside for children and young people (where inconsistent with procedures).</li> </ul>

<p>People's Language and Communication</p> <p>All people involved with the service will language and tone that meets community expectations and supports children to feel safe and belonging. The environment children use and access should promote pro-social behaviours and communication. Children should be able to feel psychologically safe and have an opportunity to build interpersonal skills.</p>	
<p> All people should display:</p>	
<p>Conduct consistent with service expectations includes:</p> <ul style="list-style-type: none"> <li>• Caring and compassionate response to children and others.</li> <li>• Respectful and courteous communication.</li> <li>• Welcoming and calm tone, being appreciative of the perspectives of others.</li> <li>• Modelling language and communication that is expected from children</li> </ul>	
<p> People should <u>never</u> use:</p>	
Aggressive and Hostile Interactions	<ul style="list-style-type: none"> <li>• Use of explicit language (swearing and offensive terms). <ul style="list-style-type: none"> <li>• Abusive, harassing, or derogatory language.</li> <li>• Hostile and threatening language and comments.</li> </ul> </li> </ul>
Discriminatory and Offensive Behaviour	<ul style="list-style-type: none"> <li>• Using any discriminatory, racial or vilifying language or terms</li> <li>• Disrespectful treatment or interaction to any person based on a personal characteristic (ability, race, sexual orientation, affiliation etc.) <ul style="list-style-type: none"> <li>• Behaviour that humiliates another person</li> </ul> </li> </ul>
Personal/ Intimate Themes	<ul style="list-style-type: none"> <li>• Inappropriate comments around or directed towards a child or young person, including: <ul style="list-style-type: none"> <li>○ Excessive flattering comments.</li> <li>○ Inappropriate conversation or enquiries of a sexual nature (e.g. questions about a child or young person's sexuality or his/her sexual relationship with others).</li> <li>○ Inappropriate disclosure or seeking out of advice/support of a personal theme.</li> <li>○ Sexual-themed jokes or innuendo of a sexual nature <ul style="list-style-type: none"> <li>• Use of inappropriate pet names</li> <li>• Obscene gestures and language</li> </ul> </li> </ul> </li> </ul>

<p><b>Tone and Behaviour</b></p>	<ul style="list-style-type: none"> <li>• Shouting, yelling or aggression.</li> <li>• ‘Talking down’ to others.</li> <li>• Intimidating behaviour.</li> <li>• Criticising others publicly.</li> </ul>
<p>Physical Contact</p> <p>At times it might be necessary to have physical contact while having the responsibility for caring for children. Adults are required to be responsible for their conduct and personal contact with others, especially children.</p>	
<p> <b>Appropriate physical contact may include:</b></p>	
<p>Conduct consistent with service expectations includes:</p> <ul style="list-style-type: none"> <li>• Injury management and administration of first aid.</li> <li>• Demonstrate a skill for the purpose of instructing an activity</li> <li>• Assisting with personal care of young children</li> <li>• Non-intrusive gestures to comfort a child or young person who is experiencing grief or distress, such as a hand on the upper arm or upper back</li> <li>• Non-intrusive touch (e.g. congratulating a child or young person by shaking hands or a pat on the upper arm or back) and accompanying such contact with positive and encouraging words.</li> <li>• Seeking permission from a child or young person before physical touch.</li> <li>• Respecting and responding to signs a child is uncomfortable with touch.</li> <li>• In some circumstances, adults may need to discourage younger children from inappropriate expectations of hugs or cuddles. This should be done gently and without embarrassment or offence to the child.</li> </ul>	
<p> <b>People should <u>never</u> use or engage in:</b></p>	
<ul style="list-style-type: none"> <li>• Violent or aggressive behaviour such as hitting, kicking, slapping or pushing. <ul style="list-style-type: none"> <li>• Corporal punishment (physical discipline, smacking etc.).</li> <li>• Kissing or intimate contact.</li> </ul> </li> <li>• Any unwanted touching either personally or with objects (e.g. pencil or ruler).</li> <li>• Initiating, permitting or requesting inappropriate or unnecessary physical contact with a child or young person (e.g. massage, kisses, tickling games)</li> <li>• Facilitating situations which unnecessarily result in close physical contact with a child or young person <ul style="list-style-type: none"> <li>• Any touching of a sexual nature</li> </ul> </li> </ul>	
<p>Photography and Technology</p> <p>Photos and information about children is captured by the service as part of the learning experience, communicating with families and the planning cycle. Likewise, technology is used as a tool to store, access and share information with the OSHC community.</p>	
<p> <b>All people should display:</b></p>	

Conduct consistent with service expectations includes:

- Using service owned device to capture children's learning.
- Displaying photos and images with consent and in a manner consistent with appropriate information sharing and service policy.



People should never:

- Photograph or film children or young people (via any medium) when not authorised by the Nominated Supervisor, and without expressed parental consent.
- Use images in a manner that is inconsistent with the informed consent provided by parents, e.g. uploading to the services Facebook page when only have permission for in-service display.
- Using personal devices rather than service equipment to capture images or recordings of children without Nominated Supervisor and parent permission and with a valid reason for doing so.
- Storing images or recordings of children and young people on personal equipment or kept in personal locations.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.165 Offence to inadequately supervise children
  - s.166 Offence to use inappropriate discipline
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- [United Nations Convention on the Rights of the Child](#)
- [National Principles for Child Safe Organisations](#)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[4.3 Working with Children Check \(Blue Card\) Management](#)

[4.4 Volunteers and Students](#)

[4.8 Fit for Work](#)

[4.8 Employee Underperformance, Misconduct and Disciplinary Actions](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

### 7.13 Workplace Health and Safety

Policy 4.5 Code of Conduct				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
4.5-2024/1 - Combined previous policies 8.4 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 4.6 Employee Performance Review and Support

### Policy Statement

Southport State School OSHC is committed to delivering quality education and care through providing supportive management to continually develop the performance and practice of its educators. Ongoing and collaborative evaluation of employee's performance will support planning that is focused on building upon the strengths and individual contributions of each employee. Employee performance will be formally and regularly reviewed and evaluated. These formal procedures will be enhanced through informal support and feedback throughout the employee's engagement.

Southport State School OSHC also recognises its role in developing employees as part of the National Quality Standards, Quality Area 7 – Governance and Leadership. Individual plans will be created and implemented to support effectively direct every employee's learning and development opportunities.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Lead the performance review and professional support of the Nominated Supervisor.</li><li>• Establish procedures to ensure all Southport State School OSHC have plans to enhance their knowledge, skills and ability relevant to their individual performance.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Coordinate and undertake regular and ongoing supervision and developing planning of employees.</li><li>• Collect and collate relevant observations and examples to provide relevant feedback to the performance of staff.</li><li>• Ensure supportive and collaborative plans are implemented as agreed.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Complete self-evaluation of performance and collaborate with Southport State School OSHC leaders in the planning and implementation of professional development activities.</li></ul>

### Procedures

The procedures outlined in this policy apply to further developing the performance and practice of educators (and other relevant employees). Instances of misconduct and underperformance are managed through the steps outlined in the policy and procedure **4.9 Employee Underperformance, Misconduct and Disciplinary Actions**.

### Performance Supervision Preamble

- The Nominated Supervisors will be responsible for coordinating performance supervision meetings (review and planning meetings) to ensure all educators (or other relevant OSHC staff) receive an opportunity to understand and contribute to their performance. It may be appropriate that other Southport State School OSHC leaders are delegated the task of facilitating performance supervision meetings.
- Employees will receive information on Southport State School OSHC's performance supervision and management practices in their employee handbook.
- The procedures to develop and support performance should empower employees to identify their unique contributions to Southport State School OSHC and highlight methods their practices can be enhanced. Southport State School OSHC will actively seek to undertake a process that builds and empowers employees, rather than delivering a remedial or corrective approach to developing performance and skills.
- Employee performance and their practices will be framed by their position description, the OSHC Professional Standards and any other relevant document or framework.

The **OSHC Professional Standards** will be the preferred framework used to understand and support educator performance; however, there could be occasions where alternative performance measures are more suitable for specific individuals. The Nominated Supervisor will be responsible for determining which supervisory tools will be used in guiding performance supervision and employee development. Likewise, the Southport State School P&C Association will determine the most appropriate performance framework to support the development of the Nominated Supervisor.

## Performance Reviews and Planning

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### Initial Performance Review and Planning

1. The Nominated Supervisor will inform the employee of a time to meet to discuss their employment, their performance and development opportunities. Communication will be positive and time set aside should be adequate for feedback, collaboration and a discussion in identifying development opportunities.
2. The initial performance review and planning meeting will occur between 2 to 3 months after initial employment - once induction learning material has been completed and as a function of finalising an employee's initial probation. Where there are concerns around an employee's performance and their suitability to be engaged beyond the probation period – policy [4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#) will be followed.
3. In preparation of the performance supervision meeting, each employee will be provided with a template to assist with self-reflection. Once complete, they will forward to the Nominated Supervisor (or delegate) prior to the meeting.
4. A performance meeting will be coordinated to discuss the employee's performance and induction.
5. The meeting will be facilitated in a manner that provides discussion and collaboration. The Nominated Supervisor will come prepared with relevant feedback, including observations and examples. The format of each meeting will have three broad topics:
  - i. Identifying the person's area of strength, skills, and ability ('what has gone well?')
  - ii. Identifying areas of development, growth or vulnerability ('what are the opportunities for development?')
  - iii. Collaborating a plan for learning, development and support ('what needs to happen?')
6. The Nominated Supervisor (or delegate) is responsible for documenting the main points of the meeting and the agreed actions into a plan.
7. Action items should be specific and should outline who is responsible for coordinating specific steps. Approval for paid professional development session will need to be approved by the Southport State School P&C Association.
8. Each plan will state a date of review. Typically, this will be six months. However, this may be negotiated to an alternative timeline where needed.
9. The educator will have an opportunity to review the draft and add any comments before being signed and agreed.

### Interim Review

1. The interim review will be planned to occur around the midpoint of the plan's implementation.
2. The plan will outline an interim review date, where the educator and a Southport State School OSHC leader will have the opportunity to amend any action items if there has been significant change or actions are not meeting their intended aim.

### Ongoing Performance Reviews and Planning

1. Employee performance will be monitored through implementing an ongoing review process to reflect and support performance.
2. Each ongoing review will provide an opportunity to reflect and evaluate the previous learning and development opportunities, as well as current performance.
3. The ongoing supervision meetings will include:
  - Self-assessment prior to a supervision meeting
  - Feedback and work examples
  - Supervision meeting identifying of strengths, aspirations and areas for improvement; and
  - A written learning and development plan

### Nominated Supervisor Review and Planning

1. The Southport State School P&C Association will appoint an appropriate delegate to lead the review and planning of the Nominated Supervisor.
2. The Nominated Supervisor's performance review will follow a similar procedure as all other employees.

## Professional Development and Learning

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Southport State School OSHC endeavours to provide adequate and relevant ongoing training and development for educators to enable them to do their job confidently and to properly comply with these Policies and Procedures and other requirements of Southport State School OSHC.

### Internal Opportunities for Development

The Educational Leader and Nominated Supervisor will support the development of educators' practice through guiding professional reflection, providing access to relevant professional resources and articles, and through supervisory conversations.

Some of the engagement in professional development activities will be outlined in the employee's learning and development plan (see policy [4.6 Employee Performance Review and Support](#))

The Nominated Supervisor will facilitate opportunities for educators to access information for professional development and learning on a regular basis and wherever possible within the resources of Southport State School OSHC, specialist or expert presenters will be sought to provide training to educators on issues requiring expert knowledge and other issues relevant to:

- The operation of Southport State School OSHC and its Policies and Procedures,
- Legal or other regulatory requirements; and
- Other issues of interest or benefit to educators to help them better do their job in the overall interests of Southport State School OSHC and the children.

### External Opportunities for Development

Complementing the individual learning and development plans of employees, each educator should have fair and equitable access to relevant training opportunities based on their individual needs and with consideration of their professional interests.

Professional development includes opportunities to learn or further enhance skills whereas professional learning includes access to information that is required. This information may be accessible through:

- Meetings,
- Online learning,
- Training/information sessions,
- On or off-site workshops,
- Conferences, presentations or learning programs.

The Nominated Supervisor will explore opportunities for team-development opportunities including but not limited to in-service workshops or presentations. The Nominated Supervisor will collaborate with educators on a regular basis to contribute suggestions for the team's training needs.

The Nominated Supervisor will ask educators on a regular basis to contribute suggestions for training topics.

The Nominated Supervisor will be responsible for ensuring that a written record of all professional development of educators is kept and is produced to the Southport State School P&C Association for information at least once each year.

Educators will be paid for attendance at compulsory training sessions and Southport State School OSHC team meetings, in accordance with relevant awards. Southport State School OSHC shall allocate funds within the budget for training and professional development for educators

### Training Records

The Nominated Supervisor will be responsible for ensuring records of all professional development sessions/initiatives are maintained, including copies of certificates and attendance records.

## Procurement and Approval

The Southport State School P&C Association be required to approve all professional development intentions and funding, including Southport State School OSHC's budget for training and professional development.

The Southport State School P&C Association may delegate specifics, including the facilitator, to the Nominated Supervisor. The Nominated Supervisor will follow [7.9 – Budgeting, Procurement and Financial Planning](#) policy ensure value for money.

Educators will be paid for attendance at approved training sessions and team meetings, in accordance with the award.

## Privacy and Confidentiality

All plans will be stored securely in the respective employee file (see [7.6 Privacy and Confidentiality of Records](#)). Employees will be provided with a copy of each of their plans, once signed and finalised.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and management

## Related Policies and Procedures

[4.5 Code of Conduct](#)

[4.7 Employee Qualifications – Monitoring Progress](#)

[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.17 Self-Assessment and Quality Improvement](#)

Policy 4.6 Employee Performance Review and Support				
Endorsed By: Southport State School P&C Executive Committee				
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4.6-2024/1 - Combined previous policies 8.5, 8.6 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## 4.7 Employee Qualifications – Monitoring Progress

### Policy Statement

Southport State School OSHC seeks to ensure that all employees enrolled and studying towards relevant qualifications are monitored and supported as they progress through their studies. This ensures that Southport State School OSHC strives towards providing a suitably qualified level of educators and maintain compliance with Education and Care Service National Regulations (10 & 299A) for rostering of staff working directly with children.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish processes to monitor and record the progress of employees' qualifications.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Coordinate the recording of progress of employees and maintenance of documented evidence.</li><li>Liaise with employees and the Southport State School P&amp;C Association where issues relating to the progress of employees arises.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Submit relevant evidence of qualification progress to the Nominated Supervisor.</li></ul>

### Procedures

#### Employee Qualification and Study

- Employee records gathered during recruitment and induction will document the employee's current qualification enrolment.
- An employee's suitability and employability may be dependent on their continual progress (*actively working*) towards completing their relevant qualification.
- Employees are to notify the Nominated Supervisor when there has been a change in their study/qualification commitment or status. The Nominated Supervisor will notify the Southport State School P&C Association of any significant issues or relevant changes.
- Failure to reasonably notify the Nominated Supervisor will be treated seriously, and disciplinary action may be taken ([4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#))).

#### Evidencing Progress

All employees will be required to evidence the progression of their study and work towards their qualification.

Typically, this will be through providing a copy of the transcript at the conclusion of each semester (every six months).

Where this is not suitable, alternative agreements will be arranged with the Nominated Supervisor before the anticipated date that qualification progress would be supplied.

#### Addressing changes in Qualification Progress

Employees who are unable to fulfil their role due to change in their qualification status through no longer being classed as 'actively working towards' (*E&CS National Regulation 10*), may be subject to a review of their engagement with Southport State School OSHC (refer [4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)).

### Records

All records and evidence supplied to the service will be stored and maintained securely in the respective employee file (see policy [7.6 Privacy and Confidentiality of Records](#)).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.10 Meaning of actively working towards a qualification
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.299 General qualification requirements for educators—children over preschool age
- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and management

## Related Policies and Procedures

[2.2 Supervision and Educator Ratios](#)

[4.7 Employee Qualifications – Monitoring Progress](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.17 Self-Assessment and Quality Improvement](#)

Policy 4.7 Employee Qualifications – Monitoring Progress				
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4.7-2024/1 - Combined previous policies 8.7 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 4.8 Fit for Work

### Policy Statement

Southport State School OSHC seeks to uphold the safety of all children, community members and employees. To ensure the health, safety and compliance, Southport State School OSHC will require all employees are fit and competent to fulfil their duties.

The Southport State School P&C Association recognises there are common elements that can impact an employee's capacity to safely attend work, including being affected by:

- fatigue
- alcohol and/or other substance(drug) use
- medical fitness (if required for a specific role)
- mental health and wellbeing

All employees are required to report to their relevant manager if they are not in a state (sufficient level of fitness) to attend work. Any employees who present as unfit for work will be stood down with management action to identify the concerns.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure established expectations and processes are in place to ensure employees are fit for duty.</li><li>• Manage and oversee concern about employee presentation and suspension from work.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Be responsible for fairly monitoring and assessing the fitness for work of employees</li><li>• Immediately stand down any employee suspected to be under the influence of alcohol, other drugs, or where it is not safe for them to continue their role.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensuring they do not present for work in an unfit capacity including under the effects of alcohol, other drugs, or fatigue.</li><li>• Immediately notifying the Nominated Supervisors of concerns of their fitness for work</li><li>• Notifying the Nominated Supervisors, or Responsible Person of suspicions colleagues or other individuals are believed to be unfit for work</li></ul>

### Procedures

#### Fatigue

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

Where an employee is not fit to present to work due to fatigue, they are required to notify the Nominated Supervisor or Responsible Person immediately for the management of the roster. Employees should not present to work where they believe they do not have the capacity to fulfil their duties.

#### Alcohol and Substances

An employee must not be under the influence of alcohol or any other substance while engaged in their duty. The Southport State School P&C Association expects that all employees will not present themselves for work after consuming alcohol or other influencing substance (illicit or not).

Where the employee cannot fulfil their role because they have consumed alcohol, they are to immediately notify the Nominated Supervisor, Responsible Person, or the Southport State School P&C Association. The relevant manager will follow the roster contingency to find a replacement staff member. Under no circumstances is an employee who has consumed alcohol or influencing substances present for work.

## Suspicion of Employee Being Under the Influence

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Any employee being suspicious of a colleague (or relevant personnel) being under the influence of alcohol or other substance should report this concern to the Nominated Supervisor or Responsible Person immediately.

Indications of a person being under the influence include:

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

The Nominated Supervisor or Responsible Person will assess the presentation of the employee (or relevant person). Where the Nominated Supervisor or Responsible Person holds a reasonable suspicion an employee is under the influence they are to immediately stand down the employee and notify the Southport State School P&C Association

The Southport State School P&C Association determine if the employee should be directed to take an oral or urine test for alcohol or substance at a medical centre. Costs of this test will belong to the Southport State School P&C Association.

Where an employee refuses to complete the drug or alcohol test, the Southport State School P&C Association will view this as a failure to follow a reasonable and lawful instruction, which may result in disciplinary action up to and including termination.

## Prescription Medication

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

## Physical Ability

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The Nominated Supervisor is responsible for ensuring that all employees are fit and able to perform their duties when arriving for their shift and may consider light duties and/or stand down any employee who is not physically fit and capable of performing their duties.

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

As per the job description, the employee must be able to interact with the children and actively contribute to the activities, experiences and routines of Southport State School OSHC. This may include but not be limited to physical activities such as walking, running, standing, crouching or kneeling.

If a decision to stand down an employee due to them not being considered physically fit is made by the Nominated Supervisor they are to immediately notify a member of the Southport State School P&C Association (President, Secretary or Treasurer) stating the reasons why the employee has been stood down.

Any employees who have been stood down must not return to work until they are able to demonstrate that they are fit to work.

## Confidentiality

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

Information relating to an employees' fitness for work must be transmitted, used and stored in a confidential manner in accordance with [7.6 Privacy and Confidentiality of Records Policy](#).

The disclosure of confidential information may be required to those persons who have a legitimate 'need to know'. This disclosure will be only to persons who have a responsibility for ensuring the employees' safety and performance.

Disclosure of information will be limited to the information necessary to address the situation.

Southport State School P&C Association will inform the employee as to:-

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

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.82 Tobacco, drug and alcohol-free environment
  - R.83 Staff members and family day care educators not to be affected by alcohol or drugs
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA7 – Leadership and management

### **Additional Regulatory Context and Guidance**

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Work Health and Safety Act 2011

## Related Policies and Procedures

[2.7 Infectious Diseases](#)

[4.3 Working with Children Check \(Blue Card\) Management](#)

[4.4 Volunteers and Students](#)

[4.5 Code of Conduct](#)

[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.13 Workplace Health and Safety](#)

Policy 4.8 Fit for Work				
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## 4.9 Employee Underperformance, Misconduct and Disciplinary Actions

### Policy Statement

Southport State School OSHC acknowledges the need to adequately manage employees to ensure quality care and high standards of safety for children. When responding to instances of employee underperformance or misconduct, the Southport State School P&C Association and respective Southport State School OSHC leaders will respond to performance issues promptly, and in a manner that supports the principles of fairness, natural justice and is compliant with legislative and relevant industrial instruments. Southport State School OSHC recognises performance management and/or disciplinary action may be undertaken by the Southport State School P&C Association to address underperformance and misconduct issues.

Reasons for underperformance can include, but not limited to:

- Unclear expectations or behavioural standards.
- Interpersonal differences and conflict.
- A mismatch between the capability of the employee and the job they are required to undertake.
- Poor motivation or low morale in the workplace.
- Personal issues, including stress, physical or mental health problems.
- Cultural misunderstanding.
- Workplace bullying.

Not every underperformance issue requires a structured process; continuous feedback and guidance can promptly address issues relating to the performance of employees. The Southport State School P&C Association and relevant Southport State School OSHC leaders should, where possible, encourage feedback and an open discussion in an understanding and supportive environment.

Southport State School OSHC recognises there can be a need for formal mechanisms to manage and understand performance and misconduct issues, including workplace investigations and disciplinary actions. In all instances, a fair and just process will be provided to employees to manage a resolution.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Establish fair and reasonable procedures for managing underperformance and misconduct.</li><li>• Undertake fair and lawful actions in response to employee performance and conduct.</li><li>• Ensure adequately skilled and capable persons are delegated to handle and investigate instances of underperformance and misconduct.</li><li>• Ensure disciplinary actions are fair and reasonable.</li></ul>
Nominated Supervisor /Manager	<ul style="list-style-type: none"><li>• Respond to underperformance or behaviour concerns of employees in a timely and professional manner.</li><li>• Report significant concerns to the Southport State School P&amp;C Association for management and response.</li></ul>

### Procedures

#### Employee Underperformance

Underperformance (or inappropriate conduct) can be exhibited in the following ways:

- unsatisfactory work performance - a failure to perform the duties of the position or to perform them to the standard required
- non-compliance with workplace policies, rules or procedures
- unacceptable behaviour in the workplace
- disruptive or negative behaviour that impacts on co-workers.

**Underperformance** and **misconduct** are separate and distinct management concepts. Misconduct is a very serious behaviour (including behaviours such as theft or assault), which may warrant summary dismissal or disciplinary action. Whereas underperformance is less serious and requires counselling and potentially performance management planning to support improvement.

Southport State School OSHC's counselling and performance procedures will have three distinct (but not necessarily sequential) components:

- Informal counselling and feedback
- Formal counselling; and
- Performance agreement (or direction).

## **Responding to Underperformance**

### Informal Counselling and Feedback

1. Understanding the reasons for underperformance through informal counselling and feedback will be the typical first step. Where an employee can be gently guided to correct any performance issues it the preferred option.
2. The Nominated Supervisor (or appropriate alternative manager) should invite the employee for a discussion to provide feedback on the issues related to the employee's performance/conduct. Before meeting the manager should prepare to develop an understanding of the seriousness of the problem, length the problem has existed and the gap between expectation and what is being delivered.
3. Typically, the informal counselling and feedback session with the employee should:
  - a. establish Southport State School OSHC's expectations,
  - b. identify any reasons for the underperformance; and
  - c. potentially, identify any relevant supports required to improve performance.
4. The conversation will be documented by the Nominated Supervisor (or relevant manager). These records should be stored confidentially in the employee's employment file (see [7.6 Privacy and Confidentiality of Records](#))
5. On occasions where an informal counselling and feedback session has not suitably impacted the employee's performance, the employee will be invited to attend formal counselling. The Southport State School P&C Association will be notified of any intention to proceed with formal counselling.

### Formal Counselling

1. Proceeding with formal counselling should occur where a casual conversation has not satisfactorily improved performance or where the significance of the underperformance or conduct is serious enough to require a formal response.
2. The employee will be notified in writing of the intention to meet for formal counselling. Written communication with the employee should also include:
  - a. Time, date and location of counselling discussion,
  - b. The matter/s that will be discussed (i.e. specific details of the alleged underperformance/conduct),
  - c. Notification that the meeting will be their opportunity to respond,
  - d. Notification of who will be in attendance; and
  - e. The opportunity for the employee to invite a support person.
3. The employee should be given sufficient time to prepare for the meeting (at least 24 hours' notice). However, time frames should not exceed more than seven days unless there are extenuating circumstances and where parties agree.
4. At the meeting, the relevant manager/employer (as agreed by the Southport State School P&C Association) and the employee will review and discuss the matter/s that prompted formal counselling, and the employee will be provided an opportunity to respond. The meeting should be an open discussion, and the employee should have an opportunity to have their point of view heard and duly considered. The employer should listen to the explanation of why the problem has occurred or to any other comments the employee makes.
5. The employer (manager) should discuss the outcomes wish to achieve from the meeting and, where possible, a joint solution should be devised. Emphasis should be placed on common ground with a focus on positive possibilities.
6. Assistance and support, such as further training, mentoring or redefining roles and expectations may be highly effective in employer promoting adequate performance and appropriate conduct.



7. A clear plan of action should be developed with the employee to implement a solution. This can be in the form of a performance agreement or improvement/action plan. This plan should be agreed to by the employer and employee. The document will be stored confidentially (see [7.6 Privacy and Confidentiality of Records](#)).
8. Where there are strong disputes over the matters being raised, it may be appropriate to escalate to a workplace investigation (see below) to the established facts.
9. All persons involved with the counselling proceeding must maintain the confidentiality of the matters.

## Employee Misconduct

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It is generally held that the definition of 'misconduct' involves something more than inappropriate conduct, negligence or error of judgement/an innocent mistake. Misconduct would typically imply an act done wilfully with a wrong intention. Example of misconduct could include:

- Using abusive, harassing or insulting language
- Wilfully contravening workplace policies
- Excessive and ongoing lateness
- Knowingly disclosing confidential information
- Misuse of workplace-owned equipment or resources.

**Serious misconduct** is more clearly defined. It is conduct that is wilful and deliberate, and that is inconsistent with the continuation of the employment relationship. It is also conduct that causes serious and imminent risk to the health and safety of a person or to the reputation, viability or profitability of the employer's business. Serious misconduct includes:

- theft or fraud,
- assault
- intoxication at work; and
- the refusal to carry out lawful and reasonable instruction consistent with the employment contract.

### Responding to Misconduct Allegations

1. All allegations of misconduct will be reported to the Southport State School P&C Association who will delegate a relevant person to handle the matters, including the appointment of an investigator. The Southport State School P&C Association reserves the right to appoint an external party to undertake support and complete the investigation.
2. The Southport State School P&C Association (or delegate) will take steps to understand the allegations, where these are unclear, including through contacting potential witnesses to the alleged events.
3. The Southport State School P&C Association (or delegate) will notify the employee of the allegations in writing. Southport State School P&C Association will request the employee to attend an investigation meeting to provide a response to the allegation/s. The written communication with the employee should also include:
  - a. Time, date and location of misconduct meeting,
  - b. The matter/s that will be discussed (i.e. specific details of the alleged misconduct),
  - c. Notification that the meeting will be their opportunity to respond,
  - d. Notification of who will be in attendance; and
  - e. The opportunity for the employee to invite a support person.
4. The employee should be given sufficient time to prepare for the meeting (at least 24 hours' notice). The amount of notice given to employees to prepare will depend on the severity of the allegations. However, time frames should not exceed more than seven days unless there are extenuating circumstances and where parties agree.

The purpose of a **workplace investigation** is to establish the facts and obtain accurate information in relation to a complaint of misconduct and then form a judgement to what happened. The investigation should determine if allegations actually occurred and identify any mitigating circumstances of the alleged incident/s.

## Workplace investigation

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1. The Southport State School P&C Association must ensure the person conducting the investigation is not associated or involved in the allegations. An additional person to support the interview through note-taking may also be requested. This person should also not have had any involvement or association.
2. The interview should prepare by gathering all available evidence of the allegations being presented. Additionally, copies of relevant documents (policies, position descriptions, employment contract, and supporting evidence) should be collated.
3. A record of the interview will be maintained by the appointed investigator or note-taker.
4. The meeting will begin by confirming the roles of participants (in particular, the duties and scope of the support person) and the agenda.
5. The employee will be provided with an opportunity to respond to the allegations presented to them. The employee should be provided with sufficient details of the allegations to adequately and fairly respond. The investigator may ask questions to clarify and draw out relevant information.
6. The employee may identify if relevant, additional witnesses that can be interviewed to provide additional information or evidence.
7. Once the employee has provided their response to allegations, the meeting will conclude.
8. Where additional information is required/available or specific witnesses have been identified, the investigator should coordinate the collection of this evidence (*please note: specialist advice should be sought when deciding not to interview named witness*).
9. Witness statement/s should be collected by the investigator in a formal manner. Witness requested to give a statement may invite a support person to the interview. Once the witness has provided a statement, the witness will be asked to sign a copy of the statement. All parties must maintain confidentiality in the investigation. All witness statements will be handled and stored confidentially ([7.6 Privacy and Confidentiality of Records](#)).
10. Where new and relevant information has been obtained, the employee must be provided with an additional opportunity to respond (following items 1-5 above).
11. It is critical the employee has had their responses to all allegations against them considered before a decision is made to the findings.
12. Once all relevant information has been collected, the investigator must consider it is more probable than not the allegations being investigated have occurred (known as the Briginshaw principle). Therefore, each allegation must conclude one of the following:
  - a. **Substantiated** (behaviour/allegations found to have occurred)
  - b. **Unsubstantiated** (there is not sufficient evidence to conclude the behaviour/allegation had occurred)
  - c. **Rejected** (there is clear evidence the behaviour/allegations did not occur).
13. The investigator will outline the investigation and their findings in a report that will be submitted to the Southport State School P&C Association. The report will remain confidential ([7.6 Privacy and Confidentiality of Records](#)).
14. The findings of the investigation will be presented to the employee in an outcome meeting. The employee will be offered an opportunity for a support person at this meeting. The notification of this meeting will be made in writing.
15. Where the investigation has substantiated allegations of misconduct (or serious underperformance), the employer (Southport State School P&C Association) will consider the appropriate outcome, and if relevant, disciplinary action/s.

## Performance Improvement Plans

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1. Where it has been determined the employee has engaged in misconduct (or ongoing underperformance), the Southport State School P&C Association will establish as performance improvement plan (PIP) to support the employee to address the issues that have been identified. The PIP will include:
  - a. The desired **outcomes** for the employee's behaviour.
  - b. The **strategies** the employee can use to reach the desired outcome.
  - c. The **support** that can be accessed to assist.
  - d. An outline of **responsibilities** for the employee and employer.
2. The PIP will outline timeframes for the improvement in behaviour to occur. All PIPs will be supported by ongoing counselling by the employer to provide relevant feedback and support.

## Disciplinary Actions

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The term 'disciplinary action' means the actions taken by an employer in response to misconduct (or ongoing underperformance) in order to correct the employee's behaviour. The purpose of disciplinary action is to turn performance and/or conduct problems around by addressing problems, causes, and solutions.

Before disciplinary actions are taken, the Southport State School P&C Association should consider mitigating circumstances and if appropriate opportunity to improve performance has been taken. The Southport State School P&C Association should ensure their actions are fair and reasonable in the circumstances. Potential disciplinary action that can be undertaken includes but is not limited to:

- Warning/s
- Change in duties
- Termination

Any disciplinary action undertaken by the Southport State School P&C Association will be communicated in writing. The employee will be provided with relevant information to the decision of the (employer) Southport State School P&C Association

### Written Warnings

The purpose of a written warning is to emphasis to the employee that their misconduct or performance is unacceptable and to make clear that further disciplinary action may be taken. A written warning may be given to an employee when:

- The employee has previously been through the formal counselling process and has not met the required standards or expectations; or
- The employee's performance or misconduct is of a serious nature and requires immediate action.

Written warnings must also detail the support and/or training to be provided to the employee as well as the expected timeframes for review of the identified issue/s.

### Termination

Where the Southport State School P&C Association seeks to terminate an employee's employment, the employee will be requested to attend a **Show Cause Meeting**. The purpose of this meeting is to ask the employee to provide a rationale (i.e. mitigating factors) as to why their employment should not be terminated.

Summary dismissal (instance dismissal) is the most severe form of termination of employment. Summary dismissal is implemented without any notice or payment in lieu of a period of notice (immediate effect). Summary dismissal can only be undertaken when **serious misconduct** by the employee has been substantiated.

### Show Cause Meeting

1. Any termination should be considered as a final resort. The Southport State School P&C Association should ensure the action is fair and reasonable in the circumstances.
2. Notification for an employee to attend a show cause meeting will be made in writing, outlining:
  - a. Time, date and location of misconduct meeting,
  - b. The matter/s that will be discussed (i.e. outlining the intention to terminate their employment),
  - c. Notification that the meeting will be their opportunity to respond,
  - d. Notification of who will be in attendance; and
  - e. The opportunity for the employee to invite a support person.
3. At the meeting, the employee will be provided with an opportunity to respond to the intention to terminate their employment.
4. Once the employee has stated their case, the meeting will adjourn. The Southport State School P&C Association will consider the response of the employee and make a decision.
5. On recommencement of the meeting, the Southport State School P&C Association will outline the decision to the employee and steps moving forward.

In considering termination, the Southport State School P&C Association needs to ensure the employee is:

- Not being unfairly dismissed.
- Is given the right notice of termination.
- Is given the right final pay.

### **Termination Entitlements**

Except in the case of summary dismissal, employees terminated as a result of misconduct or enduring underperformance will be given notice as outlined in the Award (or relevant agreement) and will receive any outstanding leave and/or entitlements (where applicable).

A statement of service can be provided, but only on the request of the terminated employee.

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.82 Tobacco, drug and alcohol-free environment
  - R.83 Staff members and family day care educators not to be affected by alcohol or drugs
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and management

### **Additional Regulatory Context and Guidance**

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Fair Work Act 2009 (Cth)
- Anti-Discrimination Act 1991 (Qld)

## **Related Policies and Procedures**

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[7.13 Workplace Health and Safety](#)

[4.3 Working with Children Check \(Blue Card\) Management](#)

[4.5 Code of Conduct](#)

[4.8 Fit for Work](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

Policy 4.9 Employee Underperformance, Misconduct and Disciplinary Actions				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
4.9-2024/1 - Combined previous policies 8.13 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 4.10 Workplace Bullying, Discrimination and Sexual Harassment

### Policy Statement

All employees have the right to work in a place free from harassment and bullying. Southport State School OSHC is committed to establishing a culture where all employees are valued, respected and appreciated by their colleagues, supervisors and employers. Workplace bullying, discrimination and sexual harassment can have a significant detrimental impact to the ongoing health and wellbeing employees. Workplace bullying is a psychological hazard that has the potential to harm a person, and it also creates a psychological risk as there is a possibility that a person may be harmed if exposed to it. The following guidelines will be implemented by Southport State School OSHC to ensure effective reporting and management of allegations of bullying and harassment in the workplace place, therefore reducing the risk of it becoming an acceptable workplace behaviour.

Southport State School OSHC is an equal opportunity employer. At all stages of the employment relationship (recruitment and selection, terms and conditions of work, training and professional development opportunities, promotion and transfer, retirement, retrenchment and termination) staff will be treated on their merits and valued according to how well they perform their duties.

Southport State School OSHC believes that all staff should be able to work in an environment free from bullying, discrimination, victimisation, sexual harassment, and vilification. We consider these behaviours unacceptable and they will not be tolerated.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure employees are instructed on suitable conduct for interactions with colleagues or relevant others.</li><li>• Monitor and respond to instances of inappropriate conduct.</li><li>• Oversee investigation and response to allegations of harassment, discrimination or bullying.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Collaborate with the Southport State School P&amp;C Association in responding to allegations of harassment, discrimination or bullying.</li><li>• Support employees to access mechanism to report concerning conduct.</li><li>• Provide instruction to employees about appropriate interactions with colleagues and others.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure interactions with colleagues and others is respectful and free from harassment, victimisation, discrimination or bullying.</li><li>• Report any instances of concerning conduct to Nominated Supervisor (or relevant other persons with management responsibilities).</li></ul>

### Procedures

**Workplace bullying** is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

### Unreasonable (Bullying) Behaviour

Means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening. Examples of behaviour, whether intentional or unintentional, that may be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:

- abusive, insulting or offensive language or comments
- aggressive and intimidating conduct
- belittling or humiliating comments

- victimisation (treated unfavourably because they have made or supported a complaint)
- practical jokes or initiation
- unjustified criticism or complaints
- deliberately excluding someone from work-related activities
- withholding information that is vital for effective work performance
- setting unreasonable timelines or constantly changing deadlines
- setting tasks that are unreasonably below or beyond a person's skill level
- denying access to information, supervision, consultation or resources to the detriment of the worker
- spreading misinformation, malicious rumours or submitting vexatious complaints/allegations
- changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.

If the behaviour involves violence, for example, physical assault or the threat of physical assault, ***it should be reported to the police.***

Unreasonable behaviour may involve unlawful discrimination or sexual harassment which, by itself, is not bullying. This behaviour (discrimination and sexual harassment) does not need to be repeated to be unlawful.

## Reasonable Management Action

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An employer may take reasonable management action to effectively direct and control the way work is carried out. It is reasonable for managers and supervisors to allocate work and give feedback on a worker's performance. These actions are not workplace bullying if they are carried out in a lawful and reasonable way, taking the particular circumstances into account.

A manager exercising their legitimate authority at work may result in some discomfort for a worker. The reasonableness of the behaviour is viewed through the actual management action rather than a worker's perception of it. It can also include the degree to which there has been a significant departure from established policies or procedures, and whether the departure was reasonable in the circumstances.

Examples of reasonable management action taken in a reasonable way include:

- setting realistic and achievable performance goals, standards and deadlines
- fair and appropriate rostering and allocation of working hours
- transferring a worker to another area or role for operational reasons
- deciding not to select a worker for a promotion where a fair and transparent process is followed
- informing a worker about unsatisfactory work performance in an honest, fair and constructive way
- informing a worker about unreasonable behaviour in an objective and confidential way
- implementing organisational changes or restructuring,
- taking disciplinary action, including suspension or terminating employment where appropriate or justified in the circumstances.

## Unlawful Discrimination

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Discrimination on the basis of a protected trait in employment is unlawful (also see [4.1 Recruitment and Employment of Educators](#)).

Unlawful discrimination can include where a person or group of people are treated unfairly or less favourably than others because they have a particular characteristic or belong to a particular group of people.

Protected traits include:

- sex, age, race, gender identity or sexuality
- relationship status
- pregnancy, breastfeeding, family responsibilities or parental status
- impairment
- religious belief or activity
- political belief or activity
- trade union activity
- status as a legal sex worker.



- It is also illegal to discriminate against someone on the basis of an association with a person identified by one of these characteristics

## Sexual Harassment

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Sexual harassment includes unwelcome sexual advances, requests for sexual favours or other unwelcome conduct of a sexual nature that could be expected to make a person feel offended, humiliated or intimidated.

Sexual harassment in the workplace can take many different forms and can include:

- Staring, leering or unwelcome touching,
- Suggestive comments or jokes,
- Unwanted invitations or requests for sex,
- Intrusive questions about a person's private life or body,
- Insults or taunts based on sex,
- Sexually offensive communications (phone, email, SMS or other social media).

Sexual harassment doesn't have to be repeated or continuous to be against the law.

Southport State School OSHC treats all instances of **unreasonable behaviour, bullying, discrimination and sexual harassment** very seriously. Employees found to be engaging in this type of conduct (breaching this policy) will undergo disciplinary action, which can include action up to and including termination of employment.

## Reporting Bullying, Discrimination and Sexual Harassment

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- Incidents of unreasonable behaviour, discrimination, or sexual harassment are to be treated seriously, and immediate action must be taken to report allegations.
- If an employee feels they are a victim of this type of behaviour they should tell the other person directly that their behaviour is harassing and unacceptable. Any person told their behaviour is harassing or unacceptable should immediately stop this behaviour.
- Employees may inform either the Southport State School P&C Association, Nominated Supervisor or relevant other person with management responsibilities in person or writing using either the [6.7 Feedback and Complaints Handling](#) (where relevant) of the alleged conduct.
- Staff who make a complaint of bullying, discrimination or sexual harassment will not suffer any victimisation for making the complaint (where the complaint/allegation is made in good faith, i.e. not vexatious). This also applies to staff who agree to be a witness in a complaint/investigation or have a complaint made against them.

## Confidentiality

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Whilst all endeavours will be made to preserve the confidentiality of the complainant and the person accused, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigative process.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality. Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

All meetings will be documented with minutes recorded and treated in a confidential manner. Information including letters of complaint and meeting minutes will be stored confidentially.

## Outcome of Complaints

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The outcomes of formal or informal complaint procedures will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation procedure suggest that an individual is at fault, appropriate disciplinary procedures will be followed in line with policy [4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#). Disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

## Respectful Conduct and Relationships

Southport State School OSHC [Code of Conduct](#) guides employee's expected standard of behaviour in the workplace and with colleagues.

Southport State School OSHC's culture and outcomes for children are improved through building respectful relationships with each other. Additionally, it reduces the risk of employees finding unreasonable behaviour acceptable.

Examples of respectful and behaviour that should be promoted includes:

- Being polite and courteous to others
- Being inclusive of individuals and the diversity they bring to the workgroup
- Raising issues of conflict before escalation, and pursuing these conversations constructively
- Maintain an individual's privacy and confidentiality
- Support fair and transparent decision-making

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and management

### **Additional Regulatory Context and Guidance**

- Work Health and Safety Act 2011 (Qld)
- Guide for Preventing and Responding to Workplace Bullying (WorkSafe Australia)
- Anti-Discrimination Act 1991 (Qld)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[4.5 Code of Conduct](#)

[4.8 Fit for Work](#)

[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.13 Workplace Health and Safety](#)



Policy 4.10 Workplace Bullying, Discrimination and Sexual Harassment				
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## 4.11 Employee Personal Presentation

### Policy Statement

Southport State School P&C Association requires educators and other staff, engaged to work with children in OSHC, present themselves and wear a standard of dress appropriate to the circumstances and environment in which they will be working. In administering this policy, consideration will be given to any work, health and safety requirements as well as the need to ensure that clothing worn by educators is neither offensive nor hazardous.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Maintain a ready supply of sun smart uniform shirts</li><li>• Establish expectations for employee personal appearance during recruitment and employment</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Distribute Southport State School OSHC uniform shirts to all relevant employees</li><li>• Monitor employee's standard of dress and take appropriate action if necessary</li><li>• Monitor work health and safety issues relevant to employees jewellery, body piercings and/or other accessories</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure uniform, name badge and other appropriate clothing are worn when working at or representing Southport State School OSHC</li><li>• Ensure a sun safe broad brimmed hat is worn at all times when working in the outdoor environment</li><li>• Ensure jewellery, body piercings and/or other accessories are appropriate for working with children</li><li>• Ensure all tattoos visible to children and families are not offensive</li></ul>

### Procedures

#### Employee Uniform

The Southport State School P&C Association requires that educators and other staff engaged to work with children in OSHC, present themselves and wear a standard of dress appropriate to the circumstances and environment in which they will be working. Educator's dress and appearance should be professional and conducive to active participation with children. Clothing worn to comply with cultural or religious standards should not pose a foreseeable risk to health and safety at work.

Upon employment, educators and other staff will be issued with a Southport State School OSHC uniform shirt which must be kept laundered and in good condition. Southport State School OSHC uniform shirts comply with recommended Sunsmart guidelines and include a collar and mid-length sleeve. Educators will receive a weekly laundry allowance, as per the relevant industrial award.

All educators will be required to wear Southport State School OSHC uniform shirt while on duty at Southport State School OSHC. Southport State School OSHC uniform shirt can be worn prior to, and after their designated shift however, whilst in the public view, the educator will be required to conduct themselves in a manner that will not be detrimental to the reputation of Southport State School OSHC. Management staff performing administration duties and contractors are not required to wear a uniform shirt however will be required to comply with general presentation requirements. Where educators are required to attend special events, conferences, courses or seminars, Southport State School OSHC uniform requirements still apply unless specifically directed by the Coordinator or Southport State School P&C Association.

Prior to receiving their allocated Southport State School OSHC uniform shirt, educators will not be permitted to wear clothing that is:

- Tight or revealing (i.e. midriff tops, clothing that reveals undergarments, shirts with spaghetti straps, low-cut tops); or

- Displaying inappropriate images or words; or
- Damaged, including clothing that is ripped or torn.

Educators will be required to supply their own shorts or pants with consideration given to the appropriateness of such clothing when actively working with the children. Shorts and/or pants are required to be no shorter than mid-thigh length with consideration given to ensuring that no part of their buttocks is exposed.

If the Coordinator determines that the educator's dress or appearance does not comply with these requirements, a determination will be made as to whether the educator is allowed to remain at work or must leave work to change their clothing. In any circumstance that an educator is requested to return home and change the Coordinator will ensure that the educator/child ratios of Southport State School OSHC are maintained.

In some circumstances it may not be practicable for educators or other staff to wear Southport State School OSHC uniform such as during pregnancy or for religious requirements. In such cases, educators and other staff should comply with the general presentation requirements and seek approval from the Coordinator or Southport State School P&C Association.

Educators will be provided with a Southport State School OSHC name badge and/or identification card which must be worn whilst on duty at Southport State School OSHC. Name badges and/or identification cards must be kept clean and should be worn so that they are clearly visible.

Educators who leave the employment of Southport State School OSHC will be required to return all Southport State School OSHC uniform shirts in a clean and laundered state. Old or unwanted uniform items should not be given to charities, other people or organisations but should be returned to the Coordinator for disposal.

## Personal Protection Clothing

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In order to comply with the Sun Safety Policy of Southport State School OSHC, educators and other staff will be required to wear a broad-brimmed hat when outdoors. Educators will be responsible for supplying their own broad-brimmed hat and ensuring it is at Southport State School OSHC when required.

Educators will be required to wear enclosed and protective footwear at all times. The standard requirement will be a sandshoe or jogger however, consideration may be given to other types of footwear provided that it encloses the foot and is not a strap-on type of footwear. All footwear must meet the work, health and safety requirements of Southport State School OSHC and be conducive to active participation with the children.

## Personal Safety

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Educators or other staff with long hair are required to secure their hair and tie it back when working with the children and/or handling and preparing food.

Work, health and safety requirements must be considered when determining if excessive jewellery, jewellery, body piercings and/or other accessories worn by educators are appropriate when working with children. Educators will be encouraged to:

- Wear small sleeper or stud type earrings; and
- Minimise the wearing of large or protruding rings; and
- Minimise the wearing of long, dangly necklaces; and
- Minimise the amount of jewellery worn when working with the children.

To ensure their safety and that of the children and colleagues, educators are requested to maintain their fingernails at a safe and workable length and to minimise any nail decorations and/or embellishments.

## Personal Appearance

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Educators are expected to maintain a high standard of personal care, ensuring that:

- Hair is clean and tidy,
- Personal hygiene includes deodorant and/or antiperspirant,
- Choice of clothing is laundered and kept in good repair.

Southport State School OSHC acknowledges the educator's' right to individual cultural and creative expression through piercings (facial, tongue or body) and/or tattoos however, there is an expectation for educators to ensure that:

- All piercings comply with Southport State School OSHC's work, health and safety requirements; and
- Tattoos visible to children and families are non-offensive.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA7 – Leadership and Management

### **Additional Regulatory Context and Guidance**

- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991

## Related Policies and Procedures

[4.1 Recruitment and Employment of Educators](#)

[4.4 Volunteers and Students](#)

[4.5 Code of Conduct](#)

[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.13 Workplace Health and Safety](#)

Policy 4.11 Employee Personal Presentation				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
4.11-2024/1 - new policy	23.07.2024	13.08.2024	13.08.2024	July 2024

## Policy Group 5

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# Relationship with Children

OSHC is a social environment. The practices of educators to shape the **respectful and reciprocal relationships** between them and children is central to children learning and belonging. Likewise, OSHC is a place for children to develop connections with one another. Play invites children to collaborate and learn from each other. It gives opportunity to develop life-long social skills.

Relationships are built from upholding the dignity and rights of every child. As children learn and play they rely on various support for educators, including positive behaviour guidance. Educators are expected to engage in best practice to meet the needs of children. Where there are additional or complex needs, the service will explore what are the appropriate supports to address these.

## 5.1 Interactions and Relationships with Children

### Policy Statement

Southport State School OSHC will ensure all educators build positive, supportive relationships with children to make each child feel safe, secure and included in the service's community. Southport State School OSHC encourages interactions with children to be responsive and be based on fairness, equity, acceptance, empathy and respect for the child's culture, rights and community.

Children will be encouraged, where possible to enhance their sense of agency through empowered decision-making. Children's dignity will be upheld at all times, to feel valued and supported. Practices to support behaviour will be consistent with positive guidance; recognising the goal of self-regulation and pro-social behaviours are enhanced through learning, a supportive environment, secure relationships and positive self-regard.

Southport State School OSHC, through its program and the practices of educators, provide experiences and opportunities for children to interact and immerse themselves in play with their peers. Through experiences and activities fostering group interaction children will enhance their capacity to interact and develop respectful and positive relationship with each other.

Southport State School OSHC recognises the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. Southport State School OSHC is committed to acknowledging and respecting the rich history of our First Nations people give to our country. In doing so, Southport State School OSHC looks to provide opportunities for children to experience and develop their understanding of the customs, traditions, and respect for the land, which Aboriginal and Torres Strait Islander culture upholds.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure the Southport State School OSHC Philosophy establishes a framework to support the collective practices of Southport State School OSHC.</li><li>• Ensure staff are equipped and suitable to positively guide and support children who attend Southport State School OSHC.</li><li>• Support decision-making, program design and environment considerations that are consistent with empowering children and establishing nurturing relationships</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Model and encourage positive interactions which lead to supportive, trusting and respectful relationships.</li><li>• Ensure children are provided with opportunities to participate in decision-making processes.</li><li>• Ensure children's views are actively sought and discussed with their responses and perspectives planned into the program with respect and authenticity.</li><li>• Address conduct and behaviours that are not consistent with policy and procedures.</li><li>• Ensure parents and relevant others receive communication of Southport State School OSHC's policy and procedures to support relationships.</li><li>• Address behaviour that requires additional support with responsiveness and dignity.</li></ul>
Educational Leader	<ul style="list-style-type: none"><li>• Guide educator's professional development and practice to promote interactions with children that are positive and respectful.</li><li>• Establish practice guidelines that ensure interactions with children are given priority and those interactions are authentic, just and inclusive irrespective of difference.</li><li>• Facilitate children's meetings, recording and documenting their conversations and ideas in a children's meeting book. Educators or other children will act as a scribe for what children say, making notes for further follow-up.</li></ul>

All Staff	<ul style="list-style-type: none"> <li>• Ensure child-initiated, shared-decision making happens across all aspects of Southport State School OSHC.</li> <li>• Empower children to access and learn from their own life experiences as well as those of their peers and adults around them.</li> <li>• Be active listeners, observers, scribes and advocates for children.</li> <li>• Respond to behaviour with positive guidance, re-direction and encouragement.</li> <li>• Seek additional support from the Nominated Supervisor where children's behaviour continues to pose a risk of harm to safety or wellbeing.</li> </ul>
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## Key Tasks and Responsibilities

Establish guidelines for practice	The Southport State School P&C Association is responsible for ensuring there are suitable guidelines and instruction for educator's and volunteer's interactions with children that reflect the requirement of Regulation 155.
Induction procedures	The Southport State School P&C Association will ensure the Nominated Supervisor is suitably resourced to provide training and instruction in the skills and strategies required for supporting children, especially around positive behaviour guidance.
Monitor educator practice	The Nominated Supervisor and in their absence, the Responsible Person will supervise and monitor educators as they interact and support children. They will provide relevant feedback to increase skills and address concerns as they occur.

## Procedures

### Establishing Relational Pedagogy

A positive atmosphere and the wellbeing of children attending Southport State School OSHC is promoted through attentive and nurturing care and quality interactions between educators and children. Children's emotional development and social relationships are supported by role-modelling and enhanced by educators through conversation, discussion and promotion of children's language and effective communication.

Central to the interaction and engagement between children and educators is the delivery of Southport State School OSHC's program. MTOPv2.0, describes how relational pedagogy underpins the ways in which educators build trusting and respectful relationships with children and families. These relationships form a strong element of Southport State School OSHC's program and will reflect ([1.1 Educational Program Development and Implementation](#)):

- Opportunities for children to engage in diverse experiences
- Exploring and engagement with culture, having regard to the community of families
- Support for a range of ages, physical and intellectual developmental stages
- The choice, agency and decision making of children, including contributing to the aesthetics and physical environment.

In designing the program and activities for Southport State School OSHC, educators will consult children about how their input will be used and advised of the outcomes of the decisions made, ensuring children have a voice in their level of participation including:

- areas of interest they would like to explore,
- where and how they would like to play, with others, or alone,
- what they would like to use,
- the adults with whom they feel comfortable and secure,
- when and what they would like to eat; and
- how they prefer to sleep or rest.

Resources and activities will be sourced as to encourage:

- Expression and creativity,
- Participation and collaboration,
- Reflect and cater to the interests and abilities of children,

- Satisfy for the range of ages and developmental abilities,
- Accessibility to all children allowing for independence and development of mastery.

### **Children of employees**

Children of employees shall be provided with consistent care, consideration and involvement in Southport State School OSHC as any other child participating in the program.

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

## **Communication with Children**

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Educators listen attentively giving full attention to children as they engage in interactions and conversation and use their interactions to support the maintenance of home languages and learning English as a second language.

Educators respond sensitively and appropriately to children's efforts to communicate, and to initiate interactions and conversations, encouraging them to initiate conversations about their experiences, express their ideas and feelings, share humour and seek assistance as they take on new challenges.

Educators may use techniques such as sign/body language and other resources/tools to support children with special/additional needs to communicate effectively.

## **Behaviour Support and Guidance**

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Educators will receive suitable instruction, support and training to respond to various developmental stages of the differing ages of the children who attend Southport State School OSHC. Educators will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of Southport State School OSHC.

Educators will involve the children as far as reasonably possible in developing behaviour expectations for Southport State School OSHC. These behaviour expectations will be clear, child-focused, based on supporting the safety and wellbeing of children and others, easy to understand and will be on display throughout Southport State School OSHC. This information is also provided in the relevant parent information issued to all parents/guardians on enrolment.

Educators are required to:

- Model appropriate behaviour, including the use of positive language, and tone of voice,
- Monitor children's play, pre-empting potential conflicts or challenging situations and directing children to consider alternative behaviours,
- Use positive guidance and encouragement towards acceptable behaviour when prompting Southport State School OSHC behaviour expectations,
- Support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions,
- Consider how the environment is impacting on a child.

Educators will encourage children to promote their social skills and interaction with each other, including supporting children to develop self-regulation skills. Often this will be through mediation and supporting children to create expectations for their play/games. Educators should be providing adequate supervision to intervene early and reduce the impact of further escalation.

To remove any doubt, educators are not permitted at any time to use corporal punishment or any unreasonable physical force/restraint, or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

## **Managing Complex and Exceptional Behaviours**

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Where exceptional support is required for children to behave in a manner to uphold the safety or wellbeing of themselves or others, the Nominated Supervisor will work with educators to develop a behaviour support



plan to set out the specific steps educators will carry out to support the child's participation at OSHC as outlined in [5.3 Supporting Complex Behaviours](#).

Where there are instances of a child displaying a pattern of behaviour that impacts on the wellbeing or safety of themselves or others, Southport State School OSHC will meet with parents to gain a better insight into the influences and best response to the behaviour of concern.

Southport State School OSHC will reserve the right to suspend or cancel the enrolment of a child where a child's behaviour is beyond the capacity to keep the child (or other children) safe or where a child is unreasonably impacting the wellbeing of others.

Where Southport State School OSHC seeks to activate a suspension or exclusion, the Nominated Supervisor will consult with the Southport State School P&C Association for approval. The decision to suspend/exclude a child based on behaviour must be reasonable and considered. Communication of a suspension/exclusion will be in writing.

## Supporting Children through Difficult Situations

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A child's reaction to a stressful or traumatic situation will depend on factors such as their development and maturity and impact of the event on individuals around them. A child may react in unexpected ways. They may act 'normally' at first however, educators must be alert to delayed reactions.

Educators will help and support the child to cope with such situations through:

- Talking to the child about what happened in a way that they will understand and without going into frightening or graphic detail,
- Reassuring the child they are safe (but only if they really are),
- Ensuring the child doesn't jump to conclusions and think they may be to blame in a tragic event,
- Talking about the event with those affected (for example, all children if the event has affected the whole service or the children that have been affected) and letting everyone have their say, including the children; and
- Talking to the children about how individuals react to stressful or traumatic situations and that the feelings they have are important and valid.

Should it be required, Southport State School OSHC will liaise with appropriate authorities (such as Child Safety) and follow any recommendations made by such authorities.

## Inclusion, Diversity and Cultural Responsiveness

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Southport State School OSHC will collect information about the diversity of culture and linguistics of the family at enrolment. The Nominated Supervisor will follow up on any request for considerations and ensure these matters are actioned in the appropriate way.

In all the interactions and communications with families, Southport State School OSHC will seek to be culturally safe. It is expected that educators will respect the multiple cultural ways of knowing, doing and being, and celebrate the benefits of diversity.

In planning and implementing the program, we will celebrate a wide variety of cultures, paying particular attention to the cultures identified in the local community. Working in partnership with families, we will celebrate culture in ways that are authentic and respectful.

Embedded within Southport State School OSHC's celebration of culture is the recognition of the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. Southport State School OSHC's program will seek to offer authentic opportunities to promote the value of Australia's First Nations' histories, knowledge systems, cultures and languages.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

## National Quality Framework

- **Education and Care Services National Law:**
  - s.166 Offence to use inappropriate discipline
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.156 Relationships in groups
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.
- **My Time, Our Place - Framework for School Age Care in Australia.**

## Additional Regulatory Context and Guidance

- [United Nations Convention on the Rights of the Child](#)
- [National Principles for Child Safe Organisations](#)

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)  
[1.3 Sharing the Program and Children's Progress with Families](#)  
[1.4 Excursions](#)  
[2.1 Providing a Child Safe Environment](#)  
[2.2 Supervision and Educator Ratios](#)  
[4.5 Code of Conduct](#)  
[5.2 Positive Behaviour Support Practices](#)  
[5.3 Supporting Complex Behaviours](#)  
[5.4 Supporting Additional Needs with Inclusive Practices](#)  
[5.5 Promoting Protective Behaviours](#)  
[6.5 Interactions and Communication with Families](#)  
[6.6 Community Communication and Participation](#)  
[7.4 Leading Compliance and Quality Assurance](#)

Policy 5.1 Interactions and Relationships with Children				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
5.1-2024/1 - Combined previous policies 2.1 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 5.2 Positive Behaviour Support Practices

### Policy Statement

Southport State School OSHC is committed to ensuring all educators' practice and skills are consistent with positive guidance and encouragement towards acceptable behaviour when interacting and supporting children. Southport State School OSHC will ensure educators are supported to respond to behaviour with strategies and techniques that promote secure, reciprocal relationships, build a strong sense of wellbeing and upholds a child's dignity and rights.

Behaviour support and management are approached through:

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

Southport State School OSHC recognises social and self-regulation (emotional) skills are learned. Learning takes place when children have warm confiding relationships with adults who care for them, when children understand which behaviours are acceptable, when feedback and positive reinforcement for acceptable behaviour is consistent, and where children are immersed in engaging learning activities.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure that the principles and expectations for responding to and supporting children's behaviour are established and communicated effectively.</li><li>• Ensure the established practices are consistent with legislation and regulations.</li><li>• Provide opportunities to support the practices and capacity of educators to respond to children's behaviours.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Provide supervision and direct support to educators.</li><li>• Liaise with families to address concerns and relay incidents.</li><li>• Role-model and guide effective positive behaviour support practices.</li><li>• Ensure the program is achieving the identified aims and effective in supporting the behaviour of children.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure their practices are consistent with the principles of Southport State School OSHC's policies and code of conduct in responding to children's behaviour.</li><li>• Access learning and developmental opportunities to enhance the care and support provided to children.</li><li>• Communicate with the Nominated Supervisor or Southport State School P&amp;C Association where additional support for children is emerging as a need.</li><li>• Collaborate in delivering and developing Southport State School OSHC's program to meet the needs of children.</li><li>• Constantly and consistently use positive guidance strategies when reinforcing Southport State School OSHC behaviour expectations.</li><li>• Model appropriate behaviour, including using positive language, gestures, facial expressions and tone of voice.</li><li>• Encourage children to express and manage their emotions, thoughts and behaviour, and to interact appropriately with peers and others.</li></ul>

### Procedures

Educators will receive suitable instruction, support and training to understand how they are best to respond to support children's development and individual needs. In responding to children's behaviour and needs, educator's interactions, behaviour support and guidance practices will be consistent with the Philosophy Statement, Southport State School OSHC's Code of Conduct, and Education and Care Services legislation at all times (see [5.1 Interactions and Relationships with Children](#)).

Southport State School OSHC in consultation with children and families sets expectations and guidelines for children's behaviours while attending Southbank SS OSHC. These rules and guidelines will be discussed and revised with children when and where appropriate.

The children and Educators developed abide by a set of rules that were developed in collaboration and will be displayed in the environment:

- Be safe, be kind, be honest,
- Walk inside only,
- Keep your hands and feet to yourself,
- Help tidy up and put items away where they belong,
- Be sensible in the tv room,
- Be fair and share the iPad,
- Listen when others are speaking.

Parents and guardians will be offered feedback (either in person, over the phone or via email) if expected behaviours are ignored or disregarded.

## Program

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Southport State School OSHC recognises the relationship between the design of, and engagement in, the program and the behaviour of children participating in the program. Southport State School OSHC is committed to develop a quality and considered program to meet the needs of children and families. All children will be provided with opportunities to guide the development of the program and the Educational Leader will work collaboratively to ensure it aims to meet the needs of all children attending Southport State School OSHC.

Southport State School OSHC's program will support children's behaviour through:

- Promoting routines that are relaxed and comfortable, children should not be rushed to transition abruptly or wait for unreasonable timeframes.
- Designing for flexibility in routines to maximise choices and child-initiated experiences
- Being engaging, diverse, challenging and stimulating to cater for the wide developmental needs of children, including:
  - social (group) and independent (solitary) play, and
  - robust and quiet play.

## Positive Guidance Strategies

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The relationship and interaction between educators and children is critical to effectively supporting and guiding behaviour. The following principles will be used by educators to establish an environment and culture in which the behaviour of children is best supported:

- Role model behaviour that demonstrates Southbank SS OSHC's expectations to children.
- Build secure, reciprocal relationships with children through listening with warmth and being available and responsive to needs.
- Communicate with the child to enable them to express their needs and help you to talk about Southbank SS OSHC's expectations.
- Use positive reinforcement and praise to communicate to children when they are behaving in ways that meet expectations.
- Create a calm, fun and safe environment to reduce anxiety and stress for children and educators.

Educators will respond to children's behaviour with support, care and teaching. Educators should use positive guidance strategies that include but are not limited to:

<b>Caring gesture/ hurdle help</b>	<ul style="list-style-type: none"> <li>• Encouragement, support, and/or assistance offered by an educator to prevent a child from becoming frustrated or disengaged with a task or activity. The help can take many forms such as– asking for other children to support, supplying additional materials or information, providing alternative equipment, or assisting with completing some of the initial tasks.</li> <li>• A caring gesture could also include warm attention to help coping with a stressful or difficult situation. Strategic use can help a child whose own self-control is deteriorating to support in gaining composure.</li> <li>• A caring gesture may include using humour to reduce immediate tension and allow a child to avoid a power struggle.</li> </ul>
<b>Changing the environment and proximity</b>	<ul style="list-style-type: none"> <li>• Educators should identify the impact on the environmental factors on children's behaviours (space, noise, routines, level of engagement, social influence).</li> <li>• Identify the factors and issues that could prevent, reduce or modify the situation, to help reduce problematic behaviour.</li> <li>• Likewise, the physical distance between an educator and children can impact on behaviour. Controlling the distance between educators and children can provide be an inconspicuous influence. An educator might approach a child when they are using inappropriate behaviour with the aim of prompting a child to use more appropriate behaviour.</li> </ul>
<b>Prompting</b>	<ul style="list-style-type: none"> <li>• Reminding a child of Southport State School OSHC's expectations or encouraging the child to use a skill or certain behaviour.</li> <li>• Prompting is effective when a child is having difficulty with responding to an instruction or cue.</li> <li>• Prompts can be verbal (directions or suggestions), visual (pictures or photos), a gesture (pointing to objects or a direction), modelling (teaching the skill).</li> </ul>
<b>Emotional validation</b>	<ul style="list-style-type: none"> <li>• Engaging the child in conversation to support them to understanding of their behaviour and communication.</li> <li>• The educator should be present and engaged with the child. Central to emotional validation is an accurate reflection, e.g.: <ul style="list-style-type: none"> <li>○ <i>"...it looks[or seems] like you are (insert emotion) because I can see (trigger/rationale/observation)".</i></li> <li>○ <i>"I hear what you are saying, you seem angry because... let's see what we can do to help."</i></li> </ul> </li> <li>• Recognising the child's emotions are normal in the circumstances - that they are understood, can drain off emotions to allow constructive dialogue to be facilitated.</li> <li>• The conversation may explore the trigger, problem or concern for the child identifying the motivation and drive (interpret events).</li> </ul>
<b>Redirection</b>	<ul style="list-style-type: none"> <li>• Redirection can involve distracting a child when a trigger or behaviour occurs. Its intention is to guide a child's behaviour from inappropriate to appropriate.</li> <li>• An easy way to alleviate a child's inappropriate behaviour is to provide something else to engage them with. The substitution could be anything from a learning resource, a toy, a pen and paper for drawing, or it could be an educator's attention until the child is ready to transition to something independently.</li> </ul>
<b>Behaviour specific praise (reinforcing desired behaviour)</b>	<ul style="list-style-type: none"> <li>• Appealing to cognitive behaviour influences to space thoughts, feeling and behaviours.</li> <li>• Social reinforcement (authentic praise) is a powerful reward. Aligning this feedback to include the specific positive aspects of the behaviour increases the effectiveness e.g. <ul style="list-style-type: none"> <li>○ <i>"(child's name), I really like the way you are sitting quietly and waiting."</i></li> <li>○ <i>"That was great you helped pack up without being asked, (child's name)"</i></li> </ul> </li> <li>• Identify those behaviours you wish to promote, prepare children with information about this, identify children displaying the behaviour, describe behaviour in the form of praise</li> </ul>

## Conflict Resolution

Southport State School OSHC recognises the significant opportunity group activities play in encouraging learning and the development of social skills and will seek to include many opportunities for shared experiences for children that promote cooperation and collaboration between children. Southport State School OSHC recognises that children will, at times, require support to navigate collaborative play. The role of Southport State School OSHC's educators is to mediate, role-model and guide children to understand the meaning of their interaction to learn life-long skills for positive social interaction.

Where required, an educator may use their discretion to remove a child from the area to allow a cooling off period and to ensure the incident can be more appropriately managed. An educator may only use this approach where the child is behaving in a way that it possess immediate foreseeable risk to themselves or others. The use of exclusion in this way can only be used if no other reasonable means of ensuring safety can be actioned. Educators will then utilise this time to ensure no danger or threat is posed and to speak with children involved to resolve the incident.

### Supporting Positive Interactions and Relationships

<b>Mediate</b>	<ul style="list-style-type: none"> <li>Facilitate shared understanding by supporting children to express their perspectives.</li> <li>Create an environment where children can communicate constructively.</li> </ul>
<b>Role-model</b>	<ul style="list-style-type: none"> <li>Demonstrate social interactions that are warm, respectful, secure and reciprocal.</li> <li>Interactions with children and colleagues demonstrates active listening, self-regulation and collaborative partnerships.</li> </ul>
<b>Guide</b>	<ul style="list-style-type: none"> <li>Prompt children to support their understanding of Southport State School OSHC's expectations and their own coping strategies in managing conflict.</li> <li>Proactively support children by teaching using intentionality to support the development of interpersonal skills.</li> </ul>

### Documenting Behaviour incidents

Southport State School OSHC will document all behaviour's that occur at Southport State School OSHC through the appropriate form for notifying families.

- Behaviour Communication Form – this is used to communicate minor and/or major patterns in behaviours or negative behaviours exhibited during a session to families and carers. Examples of negative or repetitious behaviour include, but are not limited to:
  - Consistently disobeying or defying educator instructions
  - Inappropriate language such as name calling or insulting others
  - Failing to follow rules or expectations of areas or educators
  - Breaking, stealing or damaging Southport State School OSHC or other individuals belongings
- Incident Form – this is used for major and severe incident in which a child has caused harm or could have caused harm to another person, has harassed or abused another person or any other incidents that Southport State School OSHC management believe warrant an incident form. Examples include, but are not limited to:
  - Punching, hitting, kicking or physically attacking others
  - Throwing objects that could cause significant harm or injury
  - Threatening to attack or harm others
  - Bullying or repeated instances of abusive language towards others

Incident forms are utilised as key pieces of supporting evidence when making decisions towards the suspension and exclusion of a child (see policy [5.3 Supporting Complex Behaviours](#)). Behaviour forms may also be considered and used in the suspension process if the behaviours detailed are consistent with those recorded in the incident forms. These forms will be signed by the Educator writing the form, the Coordinator/ Assistant Coordinator and then the parents. Copies can be supplied to the parents if requested.

### Additional Support



Where a child's behaviour poses a significant risk to safety of themselves or others *and* every reasonable attempt to deescalate has been ineffective, the child's parents or emergency contact will be called to collect the child from Southport State School OSHC. Procedures outlined in [5.3 Supporting Complex Behaviours](#) will then be followed.

Educators will complete recording and reporting procedures outlined in [2.4 Incident, Illness, Injury or Trauma](#) when a child has been prematurely collected from Southport State School OSHC due to their behaviour.

### ***Prohibited Actions***

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child. Discipline must be reasonable in the circumstances. Additionally, corporal punishment must never be used as a disciplinary measure.

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.166 Offence to use inappropriate discipline
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.156 Relationships in groups
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

### **Additional Regulatory Context and Guidance**

- [United Nations Convention on the Rights of the Child](#)
- [National Principles for Child Safe Organisations](#)

## **Related Policies and Procedures**

- [1.1 Educational Program Development and Implementation](#)
- [1.3 Sharing the Program and Children's Progress with Families](#)
- [1.4 Excursions](#)
- [2.1 Providing a Child Safe Environment](#)
- [2.2 Supervision and Educator Ratios](#)
- [4.5 Code of Conduct](#)
- [5.1 Interactions and Relationships with Children](#)
- [5.3 Supporting Complex Behaviours](#)
- [5.4 Supporting Additional Needs with Inclusive Practices](#)
- [5.5 Promoting Protective Behaviours](#)
- [6.5 Interactions and Communication with Families](#)
- [6.6 Community Communication and Participation](#)

## 7.4 Leading Compliance and Quality Assurance

Policy 5.2 Positive Behaviour Support Practices				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
5.2-2024/1 - Combined previous policies 2.5 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## 5.3 Supporting Complex Behaviours

### Policy Statement

Southport State School OSHC is committed to ensuring children receive positive behaviour support as they learn and develop. Southport State School OSHC recognises, at times, children display behaviour that is unsuitable for the setting. The behaviours of serious concern are those that risk the safety of the child or others and/or risk the wellbeing of the child or others. On these occasions, Southport State School OSHC is committed to plan, support and reflect on opportunities for individual consideration for the best outcomes for children and families.

In responding to behaviours that Southport State School OSHC recognises as complex, parents will be invited to collaborate with the Nominated Supervisor (or delegate) to identify strategies to ensure the safety and wellbeing of everyone. Planning will focus on actions to support the child to learn new behaviours (e.g. appropriate communication, social skills and emotional regulation) and reduce the risk of further incidents.

Where opportunities to support the child have been exhausted or where the risks to safety are too extreme, Southport State School OSHC may exclude the child from attending either temporarily, or in some cases, permanently.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Establishing processes to ensure children are provided with an opportunity to be supported to learn and enhance behaviours and skills that support them to meet Southport State School OSHC's expectations.</li><li>• Ensure educator's practices support each child's wellbeing and rights in responding to their behaviour.</li><li>• Provide mechanisms for constructive and collaborative partnerships to identify effective strategies for supporting children's behaviour.</li><li>• Ensure the safety and wellbeing of all children accessing Southport State School OSHC.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Facilitate a collaborative planning process to understand a child's behaviours and identify suitable strategies and responses to support learning and wellbeing.</li><li>• Monitor the effectiveness of the developed support plans and communicate areas for further support.</li><li>• Coordinate plans, including relevant resources and training with Southport State School OSHC's educators.</li><li>• Provided open and supportive ongoing communication with parents/caregivers.</li><li>• Consult with the Southport State School P&amp;C Association where planning and support is not addressing the behaviour needs of Southport State School OSHC.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Support the preparation, implementation and delivery of positive behaviour support plans.</li><li>• Followed the developed strategies and communicate relevant information on the effectiveness.</li></ul>

### Procedures

Southport State School OSHC is committed to ensuring children receive positive behaviour support as they learn and develop and recognises, at times, children display behaviour that is unsuitable for the setting. The behaviours of serious concern are those that risk the safety of the child or others and/or risk the wellbeing of the child or others.

Southport State School OSHC has a duty of care to all children and educators who attend or work at Southport State School OSHC. If,

- A child exhibits inappropriate behaviour or behaviour which threatens the safety or wellbeing of any child or other persons at Southport State School OSHC,
- In the coordinator's reasonable opinion, the behaviour amounts, or may amount, to a threat to the safety or wellbeing of any child or other person at Southport State School OSHC; and/or
- The behavior support and management procedures of this policy have been properly applied first but without success, or the behavior presents such an immediate potential threat that it is not reasonably possible to apply those procedures; The child whose behaviour is inappropriate or has caused the threat to safety or wellbeing, may be excluded from Southport State School OSHC temporarily or, in some cases permanently.

Following a significant incident or where it has been identified a child's experience will be improved through intentional behaviour support planning, the Nominated Supervisor (or delegate) will invite the parent/s (or caregivers) of the child to meet to discuss strategies for supporting the child. Depending on the level of risk, the Nominated Supervisor may suspend a child attendance until a positive behaviour support plan is developed.

## Managing Unacceptable Behaviour

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Southport State School OSHC in consultation with the Southport State School P&C Association have categorised behaviours in range of severity to ensure appropriate management and support can be provided.

### Minor behaviours

Includes ignoring instructions from educators, going into out of bounds areas, disregarding Southport State School OSHC behaviour expectations. When these circumstances occur, Educators will:

- remind children of the expected behaviour,
- If the behaviour continues, a warning will be issued,
- If the behaviour continues, the child will be removed from the situation to another area within the group,
- If the behaviour further continues, the child will be asked to sit with **the** Educator to reflect on their behaviour,
- Educators may refer children to the Coordinator or Assistant Coordinator if the behaviour continues.

### Major behaviours

Includes continuously swearing at other (children and/or educators/adults), hitting, kicking, disrespect to Educators, deliberately breaking OSHC equipment, running away from group, bullying, stealing, continually ignoring Educators instructions, leaving school or Southport State School OSHC grounds, physically causing harm to other children or educators. When these circumstances occur, Educators will (depending on the severity of the behaviour):

- Give the child a warning about the behaviour
- Redirect the child for reflection/cooling off time (appropriate for the child's age)
- Redirect the child to a different location within the group
- Where possible, contact the Behaviour Support Educator for assistance
- Refer the child to the OSHC office for extreme behaviour

Parents may be contacted to collect child and an email sent outlining the child's behaviour and the relevant action taken. Major behaviour issues will be discussed with parents /caregivers, the child may be suspended and their input into individual support plans will be sought prior to the child returning to care.

At the end of the suspension period a meeting will be held with the Nominated Supervisor and the parents/guardians to discuss possible strategies for the inclusion of the child back within Southport State School OSHC. The date of this meeting will be arranged upon suspension and must be conducted prior to the child's readmittance at OSHC. If this meeting is not completed, the child will not be able to attend Southport State School OSHC.

### Severe behaviours

Where a child regularly and consistently exhibits major behaviours or puts themselves or others in danger, Educators will:

- Give the child a warning about the behaviour,

- Move the child from the physical environment due to duty of care if the child or other children are in harm's way,
- If the behaviour is repeated, the child will be redirected to the OSHC office,
  - If the child refuses to leave the group, the child's parents will be contacted requesting the child be collected.

If the child's behaviour jeopardizes their own safety or the safety of others, no warning will be given and the child will be referred directly to the Nominated Supervisor or Responsible Person in Charge who might need to collect the child from the group.

Parent/s will be spoken to and an email sent home outlining the child's behaviour and the required consequences including the length of any such suspension.

At the end of the suspension period a meeting will be held with the Nominated Supervisor and the parents/guardians to discuss possible strategies for the inclusion of the child back within Southport State School OSHC. The date of this meeting will be arranged upon suspension and must be conducted prior to the child's readmittance at OSHC. If this meeting is not completed, the child will not be able to attend Southport State School OSHC.

If upon the child's return, there are further instances of a breeching Southport State School OSHC's behaviour expectations, Incident Report forms will be completed, and the parent /guardian will be required to sign the Incident Report form upon review with the educator or Coordinator. The Incident Report form will be kept in the individual child's file.

If unacceptable behaviour is continually evident upon readmission after documented suspension, permanent exclusion will apply with the Southport State School P&C Association kept informed at every stage of the process.

### **For before school care sessions**

The Coordinator will use their discretion as to how to proceed. Parents will be called and notified, and the child may be excluded from play for that morning or depending on the type of behaviour, the child may be required to be collected from Southport State School OSHC.

## **Initial Intensive Behaviour Support**

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Depending on the level of support required and the significance of behaviour, the Nominated Supervisor may choose to coordinate some initial intentional support strategies to effectively support a child before needs require escalation to a fully developed positive behaviour support plan. Monitoring the support provided to children will determine the progress to collaboration with parents/caregivers (formal Positive Behaviour Support Planning).

Initial support planning may be a range of options chosen by the Nominated Supervisor and could include:

- an informal discussion to prompt educators to be intentional in how they respond to a child's needs.
- development of specific strategies to engage the child and positively impact behaviour
- an internal meeting with keys staff members to draft an initial plan to support a child's behaviour.

The Nominated Supervisor will communicate the intentions and actions with parents and caregivers, ensuring transparent and collaborative communication in supporting children to meet Southport State School OSHC's expectation. Any plans developed to support a child will be an extension of the Southport State School OSHC positive behaviour support practices ([policy 5.2](#)).

## **Positive Behaviour Support Planning**

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Positive behaviour support plans have three main components: understanding the child/behaviour, a plan to support the child, steps to assist with implementation. Southport State School OSHC may request families provide written authorisation for Southport State School OSHC to meet and liaise with the classroom teacher and school management to further discuss strategies to support the development of an individual support plan.

## Understanding the child/behaviour

- The Nominated Supervisor will invite the parent/s or caregiver/s of the child to meet to discuss the child's behaviour and strategies to support the child. The parent should be informed of the reasons why a behaviour support plan is required.
- The intention of the support plan is to focus on developing the child's skills and learning. Identifying the child's strengths and interests will frame how Southport State School OSHC can best support the child's development.
- Any relevant information about diagnoses, history, health or environmental impacts should be identified and considered.
- The important aspect to formulating a sound plan to respond to behaviour is understanding the drive and function of any behaviours of concern. The Nominated Supervisor, educators and parents/caregivers should identify any indications to what might lead to this behaviour and proactive strategies to reduce any escalations. Examples include but are not limited to:
  - How the program and routines are organised.
  - The child's engagement and interactions with others.
  - The learning environment and sensory needs.

## Support strategies

- Southport State School OSHC's planned actions are developed to promote and encourage acceptable behaviours. Southport State School OSHC will focus on creating proactive strategies (skill development) and behaviour support responses (de-escalation techniques):
  - **Proactive strategies** should be an extension of the assessment of the child's behaviour. They should be developed to encourage the child to develop skills to promote more acceptable behaviours. Types of skills Southport State School OSHC can aim to address include social skills, coping skills, and self-regulations of behaviour.
  - **Response strategies** are those actions educators will use to de-escalate a child's behaviour during an emerging crisis/incident. There will be an emphasis on early de-escalation to avoid an incident occurring. Reactive strategies are those actions educators will use that prompt effective responses to diffuse behaviours, prevent injury or damage and keep everyone safe.
- Plans developed to support children's behaviour should provide an actionable and accountable collection of tasks for Southport State School OSHC to undertake. All strategies must be consistent with positive behaviour support requirements and best-practice.

## Implementation

- Any additional resources, support or training that the effectiveness of the plan is contingent will be identified and assigned responsibility.
- Parent/s or caregivers are encouraged to collaborate throughout the planning and implementation of positive behaviour support plans. There will be continual monitoring of the effectiveness and any identified concerns will prompt a re-evaluation of the content and additional supports.

## Exclusion/Suspension based on Behaviour

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If a child's behaviour causes or may reasonably cause significant physical danger to other children, educators or the child themselves, the parent/guardian of that child will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Nominated Supervisor and Southport State School P&C Association.

The Nominated Supervisor will review relevant reports and plans with the Southport State School P&C Association and explore an action plan up to and including the possibility of suspending a child's attendance.

## Unacceptable or unsafe behaviours

Southport State School OSHC has a Duty of Care to all children who attend and Educators who work within. Exclusion from Southport State School OSHC can occur either temporarily or in some instances permanently if:

- A child exhibits inappropriate behaviour, or behaviours which threatens the safety or wellbeing of any child or other persons in Southport State School OSHC,

- In the Coordinator's reasonable opinion, the behaviour amounts or may amount to a threat to the safety or wellbeing of any child or other person in Southport State School OSHC; and the behaviour support and Southport State School P&C Association procedures have been properly applied first but without success, or the behaviour presents such an immediate potential threat that it is not reasonably possible to apply those procedures
- If a child with additional support needs demonstrates the abovementioned behaviours the coordinator will converse with parents and the Southport State School P&C Association to come to a resolution. If permission is granted in writing by the parent, a meeting will be sought with the school administration or class teacher to discuss strategies. If the child's behaviour continues and Southport State School OSHC's duty of care appears to be jeopardised the same ruling will apply.
- Where possible prior to exclusion, all elements of this policy will be exhausted first. If unacceptable behaviours continue the following will occur:
  - The Southport State School P&C Association will be notified and
  - A letter will be emailed to the parent/guardian detailing the child's behaviours, exclusion time and expected return date.
- Prior to the child's return, a meeting will be held between the Coordinator, parent and child to discuss possible strategies. A behaviour support plan may be developed for including the child back into the program. If the child is included back and the same behaviour continues upon return, the child will be excluded permanently from Southport State School OSHC .

### **Ongoing or permanent exclusion**

Exclusion from Southport State School OSHC is at the discretion of the Nominated Supervisor in consultation with the Southport State School P&C Association. Exclusion may be implemented for any of the following reasons:

- If the severity of the behaviour has caused significant harm to an Educator or individual that requires hospitalization.
- If the behaviour displayed from the child has been previously discussed and a behaviour support plan has been implemented and has had no positive impact on the behaviour.
- If the child has been suspended or excluded for unacceptable or unsafe behaviours on multiple occasions and the unacceptable behaviour continues.
- If the parent has not been supportive of the steps put in place by Southport State School OSHC and worked with Southport State School OSHC to implement the previous process.
- If a child puts themselves or another person at risk on multiple occasions.
- If a child displays potentially dangerous behaviours that could cause serious harm to the wellbeing of children or educators.
- If a child leaves the premises on multiple occasions jeopardizing the duty of care to ratios of the other children.

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 Southport State School P&C Association. Any decision to exclude a child will be communicated to the parent/s in writing and will outline the conditions for re-enrolment, where relevant.

## **Exclusion from School**

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Unless explicitly stated by the school, any child suspended or excluded from the school will automatically be suspended or excluded from Southport State School OSHC. However, Southport State School OSHC will not operate in a manner incompatible with school instruction/direction.

If the child who has been excluded from the school is the child of an employee, the Nominated Supervisor will:

- Contact the school to confirm exclusion,
- Speak with the Principal to confirm if exclusion applies at the Southport State School OSHC,
- Contact the employee to confirm exclusion from Southport State School OSHC (in accordance with Principal's direction).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.166 Offence to use inappropriate discipline
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.156 Relationships in groups
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)  
[1.3 Sharing the Program and Children's Progress with Families](#)  
[1.4 Excursions](#)  
[2.1 Providing a Child Safe Environment](#)  
[2.2 Supervision and Educator Ratios](#)  
[4.5 Code of Conduct](#)  
[5.1 Interactions and Relationships with Children](#)  
[5.2 Positive Behaviour Support Practices](#)  
[5.4 Supporting Additional Needs with Inclusive Practices](#)  
[5.5 Promoting Protective Behaviours](#)  
[6.1 Access for Families](#)  
[6.5 Interactions and Communication with Families](#)  
[7.4 Leading Compliance and Quality Assurance](#)

## Appendices and Forms

### [Positive Behaviour Support Plan](#)

Policy 5.3 Supporting Complex Behaviours				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
5.3-2024/1 - Combined previous policies 2.6 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 5.4 Supporting Additional Needs with Inclusive Practices

### Policy Statement

Southport State School OSHC recognises that additional support may be required for some children depending on their individual needs and are committed to ensuring children are able to be supported in accessing Southport State School OSHC regardless of their ability or needs. When required Southport State School OSHC will partner with the relevant Inclusion Agency to address any barriers of a child's participation within the program.

Southport State School OSHC is committed to building the capacity to be inclusive of children with additional needs and recognises the value of having children with additional needs participating and belonging to Southport State School OSHC, and the impact to families of the school community in being able to access quality education and care services for their children.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Support the development of inclusive practices and the capacity of educators to meet the needs of children.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Liaise with the Southport State School P&amp;C Association and families to ensure appropriate planning, support and services are delivered to meet the needs of children accessing (or seeking to access) Southport State School OSHC.</li><li>Engage and coordinate with the Inclusion Agency to access resources and funding to support Southport State School OSHC to meet the needs of children.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Ensure practices support the inclusion, participation and belonging of all children, regardless of individual needs and ability.</li><li>Engage in relevant professional development and/or access to professional resources to support the capacity of Southport State School OSHC to meet the needs of individual children.</li></ul>

### Procedures

#### Enrolment

Southport State School OSHC's enrolment practices will elicit opportunities for parents and/or caregivers to identify any additional needs of the child, and then provide an opportunity to collaborate on how Southport State School OSHC will cater for any individual needs of the child.

Where Southport State School OSHC recognises further capacity building would be beneficial for a child's participation in the program or additional needs have been identified, the service will request to meet with the parents/caregivers to discuss inclusion support opportunities.

#### Inclusion Support Practices

Inclusion is a practice where environments and programs are planned and delivered to ensure meaningful participation for all children. Inclusive practices are about actively seeking solutions and strategies to address barriers to children's participation and engagement. Barriers that can impact children include the physical environment, the educators' beliefs and skills, design and structure of the program, and a family's engagement, understanding and expectation of Southport State School OSHC.

An essential component of inclusive practices is the relationship building with stakeholders, including children, families and the wider community. Inclusive practices are about the participation and connection with all children who access and use (or potentially use) Southport State School OSHC.

Inclusive practices:



- Foster independence and agency
- Provide a voice to children and an opportunity to be heard
- Are respectful and responsive
- Build collaboration and provide teamwork response
- Are meaningful, build on strengths and are enhanced by reflective practice

### **Inclusion Agency Engagement**

Southport State School OSHC will seek to address any barriers for a child's participation through capacity building, where Southport State School OSHC requires access to additional resources, support or training they will contact the relevant Inclusion Agency (Inclusion Support Queensland) for professional support.

#### **Inclusion Support QLD (KU Children's Services) Contact Details**

1800 811 039

[inclusionsupportqld@ku.com.au](mailto:inclusionsupportqld@ku.com.au)

[www.inclusionsupportqld.org.au](http://www.inclusionsupportqld.org.au)

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.166 Offence to use inappropriate discipline
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.156 Relationships in groups
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical Environment
  - QA4 – Staffing Arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and management

### **Additional Regulatory Context and Guidance**

- Disability Discrimination Act 1992 (Cth)
- Anti-Discrimination Act 1991 (Qld)
- Inclusion Support Program Guidelines

## **Related Policies and Procedures**

[1.1 Educational Program Development and Implementation](#)

[1.3 Sharing the Program and Children's Progress with Families](#)

[1.4 Excursions](#)

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[5.1 Interactions and Relationships with Children](#)

[5.2 Positive Behaviour Support Practices](#)

[6.1 Access for Families](#)

[6.5 Interactions and Communication with Families](#)

[7.4 Leading Compliance and Quality Assurance](#)



Policy 5.4 Supporting Additional Needs and Inclusive Practices				
Endorsed By: Southport State School P&C Executive Committee				
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5.4-2024/1 - Combined previous policies 2.8 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 5.5 Promoting Protective Behaviours

### Policy Statement

Southport State School OSHC considers its role in the protection of children of paramount importance and therefore takes a proactive approach in supporting families and children through promoting protective behaviours to ensure children's ongoing safety, wellbeing and protection.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish effective policies to promote the protective behaviours of children.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Provide clear communication to families on opportunities to engage with culturally competent protective behaviour strategies</li></ul>
All Staff	<ul style="list-style-type: none"><li>Follow Southport State School OSHC's policies to promote children's development of protective behaviours.</li></ul>

### Procedures

#### Foundations of Protective Practices

Opportunities to incorporate protective behaviour messages will occur both formally within the program and incidentally as the occasions arise.

On induction, educators will be instructed on the key messages and skills communicated to children to support their ability to act protectively. Central to all promotion is:

- Children understanding the concept of safety and the practicalities of being safe
- Children understand what to do (and who they can go to) when they do not feel safe

#### Behaviours Promoted at the Service

The Nominated Supervisor and educators will reinforce the protective behaviours of children through the following principles and messages:

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

The Nominated Supervisor and educators actively encourage opportunities to build children's personal safety behaviours/strategies, including:

- While they are playing and interacting in their environment,
- Accessing their community,
- Understanding privacy and personal boundaries; and
- Who to go to for help when feeling unsafe.

The Nominated Supervisor and educators will collaborate with families to support children's learning about personal safety and uphold a culturally competent approach. Collaboration will include Southport State School OSHC liaising with school administration to maintain an awareness of additional protective behaviour programs provided within the school setting.

### Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.156 Relationships in groups
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities

#### **Additional Regulatory Context and Guidance**

- Child Protection Act 1999

## **Related Policies and Procedures**

[1.1 Educational Program Development and Implementation](#)

[1.3 Sharing the Program and Children's Progress with Families](#)

[2.1 Providing a Child Safe Environment](#)

[5.1 Interactions and Relationships with Children](#)

[6.5 Interactions and Communication with Families](#)

Policy 5.5 Promoting Protective Behaviours				
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5.5-2024/1 - Combined previous policies 2.11 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## Policy Group 6

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# Collaborative Partnerships with Families and Communities

Quality Area 6 focuses on **supportive, respectful relationships with families** which are fundamental to achieving quality outcomes for children. Community partnerships that are based on active communication, consultation and collaboration also contribute to children's inclusion, learning and wellbeing.

When our service engages well with the community we build trust – which is a fundamental element for partnerships. A collaborative relationship between parents and the service enhances children's learning and play.

As a service we seek to showcase our value of diversity and inclusion. When services are connected with families and communities from a range of cultural backgrounds, they can better understand and respect the diversity of the children in their care.

Children thrive when they belong to a community, connections with families creates a sense of community within the education and care service. When families and communities are involved, they can create a supportive environment for the children, staff, and families, which can contribute to the overall well-being of everyone involved.

## 6.1 Access for Families

### Policy Statement

Southport State School OSHC will support families exploring education and care service for their children through providing fair access and relevant information to parents and caregiver. Southport State School OSHC is available to all eligible school age children, with a primary focus to meet the needs of parents who work or study and for children who attend Southport State School OSHC. Southport State School OSHC is non-discriminatory and provides education and care to children and families irrespective of background, culture, religion, gender, sexuality, disability, marital status or income.

All members of the community will receive respectful interactions with Southport State School OSHC employees and the Southport State School P&C Association. Southport State School OSHC will work collaboratively with potential families to understand and cooperate in planning to meet the needs of children intending to enrol in Southport State School OSHC.

Southport State School OSHC will prioritise children and families who are at risk of serious abuse or neglect or where working (or study) needs of families require the provision of care.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish equitable procedures to support fair access for families to utilise Southport State School OSHC.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Liaise with parents to collate enrolment and waitlist information.</li><li>Manage any potential waiting list, including communication with families and prioritising access.</li></ul>

### Procedures

#### Priority of Access and Waiting List

A priority of access is developed where demand for places provided by Southport State School OSHC exceeds those available. In this instance a waiting list will be created and managed by the Nominated Supervisor (or relevant delegate). The priority of access will be given based on:

- the vulnerability of families (risk of serious abuse or neglect)
- the working (or study) needs of families - a child/ren of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.
- students of Southport State School OSHC will be given priority over children who attend other schools.

The Nominated Supervisor (or relevant delegate) will provide information to families about the position on any waiting list when requested.

### Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

#### National Quality Framework

- Education and Care Services National Law**
- Education and Care Services National Regulations**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- National Quality Standard:**
  - QA6 – Collaborative partnerships with families and communities

### Additional Regulatory Context and Guidance

- A New Tax system (Family Assistance) (Administration) Act 1999
- Department of Education - Child Care Provider Handbook

## Related Policies and Procedures

[6.2 Enrolment and Orientation](#)

[6.3 Bookings and Cancellations](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[6.5 Interactions and Communication with Families](#)

[6.9 Childhood Immunisation](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

Policy 6.1 Access for Families				
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6.1-2024/1 - Combined previous policies 9.1 - Updated format and procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.2 Enrolment and Orientation

### Policy Statement

Southport State School OSHC acknowledges its duty to ensure accurate and relevant information relating to the specific needs of each child is recorded and available. Southport State School OSHC enrolment process upholds its responsibility to obtain information in relation to the provision of quality education and care.

In addition to collecting enrolment information, the entry of a family into Southport State School OSHC is supported by a welcoming orientation process. Southport State School OSHC recognises that this is a critical step in forming a collaborative partnership with parents, children and families. Southport State School OSHC is committed to ensuring families are provided with relevant information and knowledge about Southport State School OSHC's program, routines, policies and practices.

Accessing sessions of care is a two-part process, complemented by the opportunity to access Child Care Subsidy payment for those entitled. Enrolment is the first step for families. Once enrolled, families can then book sessions of care. In a practical sense, the request for bookings may be submitted concurrent with enrolment, however, these are distinct processes and enrolment must be finalised before education and care can be provided.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure enrolment records are kept for each child and contains the information set out in the <i>Regulations</i></li><li>• Ensure enrolment and orientation procedures are inviting and provide key information to new families.</li><li>• Assess feedback and complaints in reviewing enrolment and orientation procedures.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• To liaise and coordinate enquiries for new enrolments, providing relevant information to parents and caregivers exploring OSHC services.</li><li>• Undertake a re-enrolment process each year, where existing families update enrolment and booking information.</li><li>• Collaborate with the Southport State School P&amp;C Association to develop orientation practices, including communicating any feedback or complaints raised.</li></ul>
Responsible Person in Charge	<ul style="list-style-type: none"><li>• Understand the enrolment form contains key information to the care and wellbeing of children accessing Southport State School OSHC.</li><li>• Ensure privacy and confidentiality of enrolment information.</li><li>• Support children's orientation of Southport State School OSHC prior to or on their first arrival.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Access enrolment information as required for the provision of care and education of children accessing Southport State School OSHC.</li><li>• Support the orientation of families through active interaction and communication.</li></ul>

### Key Tasks and Responsibilities

Managing Enquiries	The Nominated Supervisor will communicate the enrolment procedures and requirements to families.
Enrolment acceptance	The Nominated Supervisor will review enrolment information and assess the need for additional information and supporting documents. Once the Nominated Supervisor is satisfied of Southport State School OSHC's capacity to care for the child and all relevant information is submitted, they can communicate acceptance to the parents.

Orientation	The Nominated Supervisor will implement an appropriate orientation process which includes the provision of a Family Handbook to inform families of Southport State School OSHC's policies and procedures and key practices related to their child's participation and engagement in Southport State School OSHC.
Record Keeping	The Nominated Supervisor is responsible for managing the collection, storage and maintenance of enrolment records, including authorisations and health information.

## Procedures

### OSHC Enquires

The Nominated Supervisor is the key contact for parents and caregivers interested in accessing and enrolling into Southport State School OSHC. All new parents and families will be invited to meet with the Nominated Supervisor (or other delegate) to discuss Southport State School OSHC's operations and program before commencing care.

Families wishing to enrol their child/ren into Southport State School OSHC will be provided with a copy of the *Family Handbook*, which outlines key information for families when using Southport State School OSHC. Families will be directed to information on how they can begin the enrolment process.

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

### Applying for Service Enrolment

The enrolment process will commence when a new family completes an enrolment form through our online portal 'My Family Lounge'. Once the enrolment form is submitted, an automatic email is sent to the Director for approval. The Director will contact the family and organize an initial meeting where the families will be provided with:

- A Southport State School OSHC enrolment pack, which includes the Enrolment form; Family Information Booklet; List of Current Educators
- A tour of Southport State School OSHC

Enrolment in Southport State School OSHC is open to eligible children from Southport State School or children from the local area.

The 'My Family Lounge' prompts families to complete the following information in the enrolment record:

The enrolment form <b>must be completed in full</b> and contain the following for <b>each</b> child being educated and cared for. Details to be completed are:	
<input type="checkbox"/> Full name, date of birth and address of the child, <input type="checkbox"/> Gender of the child	
<input type="checkbox"/> Name, address and contact details of:	<input type="checkbox"/> <b>each</b> known parent of the child <input type="checkbox"/> any person who is to be notified of an <b>emergency</b> (if any parent cannot be immediately contacted) <input type="checkbox"/> any person who is an <b>authorised nominee</b> <sup>1</sup> <input type="checkbox"/> any person who is authorised to consent to <b>medical treatment or medication</b>
<input type="checkbox"/> Details of any court orders, parenting orders <sup>2</sup> or parenting plans <sup>3</sup> relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child; or <input type="checkbox"/> Details of any other court orders relating to the child's residence or the child's contact with a parent or other person;	
<input type="checkbox"/> Language used in the child's home <input type="checkbox"/> Cultural background of the child and, if applicable, the child's parents	



<input type="checkbox"/> Any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs <input type="checkbox"/> Details of any dietary restrictions for the child
<input type="checkbox"/> Health and medical information including (regulation 162): <ul style="list-style-type: none"> <li>• The name, address and telephone number of the child's registered medical practitioner or medical service; and</li> </ul> <input type="checkbox"/> if available, the child's Medicare number;
<input type="checkbox"/> Any <b>medical management plan, anaphylaxis medical management plan or risk minimisation plan</b> to be followed with respect to a specific healthcare need, medical condition or allergy referred to above <ul style="list-style-type: none"> <li>• specific healthcare needs of the child, including any medical condition; and</li> <li>• allergies, including whether the child has been diagnosed as at risk of anaphylaxis</li> </ul>
<input type="checkbox"/> The immunisation status of the child <sup>4</sup> .
Agreement to the terms and conditions of enrolment, including authorisation for the staff to: <ul style="list-style-type: none"> <li><input type="checkbox"/> Administer first aid;</li> <li><input type="checkbox"/> Obtain medical treatment from a medical practitioner, hospital or ambulance,</li> <li><input type="checkbox"/> Transport a child by an ambulance,</li> <li><input type="checkbox"/> Any regular outings</li> <li><input type="checkbox"/> Apply/assist to apply SPF+30 sunscreen; and</li> <li><input type="checkbox"/> Take and/or display children's photographs/videos</li> <li><input type="checkbox"/> The opportunity to access the service's policy and procedures</li> </ul>
<sup>1</sup> <b>Authorised nominee</b> - means a person who has been given permission by a parent or family member to collect the child from the education and care service <sup>2</sup> <b>Parenting Order</b> - means a parenting order within the meaning of section 64B(1) of the <i>Family Law Act 1975</i> <sup>3</sup> <b>Parenting Plan</b> - means a parenting plan within the meaning of section 63C(1) of the <i>Family Law Act 1975</i> and includes a registered parenting plan within the meaning of section 63C(6) of that Act. <sup>4</sup> <b>Sighting Health Record</b> - where a staff member has sighted a health record, a notation of the sighting.

## Accepting An Enrolment

A child's enrolment **cannot be accepted** unless all relevant information (as outlined above) is completed in full by parents/caregivers.

Prior to accepting an enrolment, the Nominated Supervisor will consider relevant information, including-

- Consideration of any priority of access or waiting list.
- The capacity and resources available to provide for the safety and wellbeing of the child(ren).
- The information relevant to Southport State School OSHC's Infectious Disease policy and the child's immunisation status.
- Submission and refusal of authorisations as set out in the Acceptance and Refusals of Authorisations policy

### Additional Health or Medical Needs

Where enrolment records indicate a child has a relevant health or medical condition, the Nominated Supervisor is to contact **parents** to coordinate obtaining/creating relevant plans as set out in [2.9 Medical Conditions in Children](#) (management, risk-minimisation and communication plans).

Once the Nominated Supervisor is satisfied all enrolment information is submitted and Southport State School OSHC can safely and adequately educate and care for the child(ren), parents will be informed of the accepted enrolment via email. Typically, confirmation of bookings is acknowledged concurrent with enrolment and communication will confirm the child's first attendance.

### Authorisation for Southport State School OSHC to take and/or display children's photographs/videos

Through Southport State School OSHC's enrolment process, parents/guardians shall be required to authorise permission for such images of their children to be taken and used by Southport State School

OSHC on relevant enrolment forms and documentation. Parents/guardians shall also be informed of the procedure for processing photographic images.

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

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

Employees of Southport State School OSHC shall only be permitted to photograph children using equipment owned solely by Southport State School OSHC or school (if shared equipment).

### **Court Orders, Parenting Orders or Parenting Plans**

Through Southport State School OSHC's enrolment process, parents/guardians shall be required to provide current copies of any parenting plans and court orders which may impact on Southport State School OSHC to implement a duty of care.

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

Southport State School OSHC shall inform all employees of the intent of the parenting plans and/or court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of Southport State School OSHC towards the child/ren and family.

Families with children attending Southport State School OSHC who have parenting plans or court orders in place are responsible for ensuring they comply with these requirements. Southport State School OSHC shall endeavour to release children within the conditions as outlined in these documents and orders. However, should the safety of other children or educators be at risk, children will be released and the custodial parent and/or police contacted immediately.

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

## **Conditions of Enrolment**

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The conditions of a family's OSHC enrolment are structured to safeguard the child and foster a supportive and transparent partnership between Southport State School OSHC and the family. Continued enrolment is subject to adherence to relevant conditions, including but not limited to—

- Supply of relevant information and authorisations, and
- Following the policies of Southport State School OSHC, including—
  - payment of fees,
  - observing operational hours and communication requirements,
  - respecting protocols for sick children, and
  - the behaviour of children and parents.

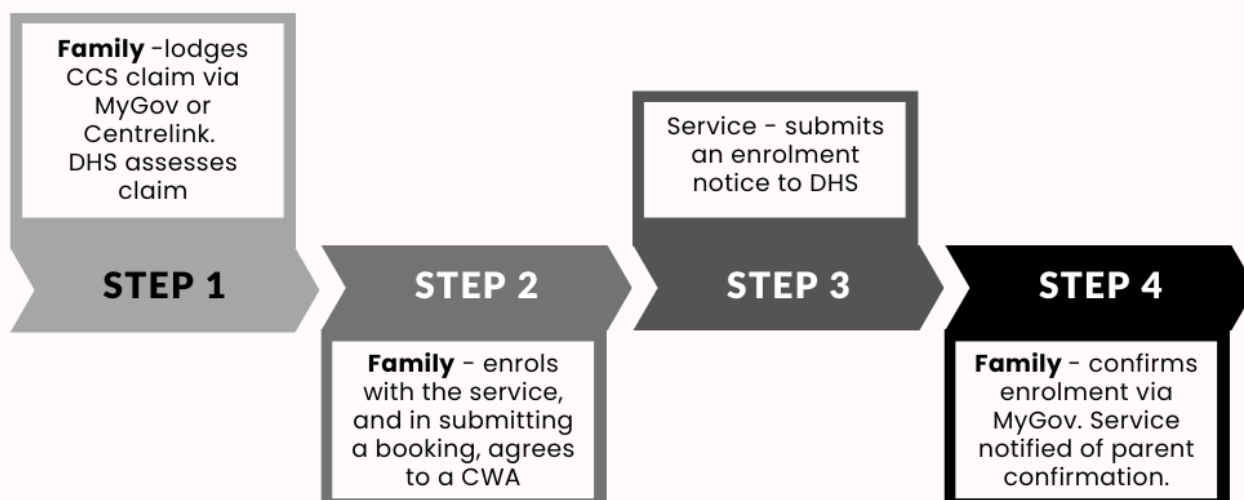
Where a family does not adhere to these requirements, Southport State School OSHC may suspend or cease enrolment. Any decision to suspend or cease enrolment is treated seriously and will be provided in writing, including setting out any matters required for re-enrolment.

## **Child Care Subsidy Enrolment (CCS Claim)**

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It is the responsibility of the parents to make a claim for CCS. The claim for CCS is initiated via either MyGov or Centrelink. Further information and guidance about submitting a CCS claim can be found at the Services Australia website.

## CCS Enrolment Procedure



The process for making a CCS claim involves communication between the family, Southport State School OSHC and Centrelink/Department of Human Services. To ensure funds are applied in a timely manner, it is important parents respond to relevant communication.

Completing the Complying Written Arrangement (CWA) is a critical step and is the agreement on the pattern of care booked. The date the CWA is agreed to will be the start date of CCS enrolment. Once the CWA is signed, the enrolment will need to be confirmed through MyGov as well.

Entitlements and details of absences are set out in the family's statement (see – [7.10 Fees and Statements](#))

### Record Keeping and Confidentiality

All enrolment records will be stored securely as outlined in the [7.6 Privacy and Confidentiality of Records](#) policy. All information is only to be used for the purpose of which it is obtained. Parents may access their enrolment information at any time.

### Service Orientation

Understanding of Southport State School OSHC's environment, routines, care and education practices are important for new families to develop. When a new enrolment is accepted, parents should familiarise themselves with the Parent/Family handbook. Should the parents wish to visit Southport State School OSHC, the Nominated Supervisor will coordinate a suitable time. During a visit Southport State School OSHC will—

- explain the routine and program
- indicate key facilities like toilets, bag racks, hand washing basins etc.
- explain the roles and responsibilities communicating with Southport State School OSHC and collecting children
- discuss and medical or additional needs, and/or individual considerations to support the child
- answer any questions or concerns

During a child's first attendance at Southport State School OSHC the Nominated Supervisor/Responsible Person in Charge will sensitively support and welcome the child and take time to demonstrate Southport State School OSHC's expectations, routines and facilities (including access to toilets, personal items, food,

water etc.) in a manner that reflects the child's needs. This may be completed in large groups, such as at the start of the year with a new cohort of younger children.

Southport State School OSHC recognises that starting at OSHC can be a significant step for some children. In acknowledging children wellbeing, an important orientation step will be showing children who they can approach and talk to if they have a concern or question (typically the Nominated Supervisor or Responsible People). All educators will ensure children are supported and welcomed, especially as they develop their engagement and orientation into Southport State School OSHC.

Educators will endeavour to develop responsive and respectful relationships with new children through regular and genuine interactions and conversations. Educators will talk to children about their interests and seek their suggestions for activities they would like to be involved in.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
  - s.171 Offence relating to direction to exclude inappropriate persons from education and care service premises
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.90 Medical conditions policy
  - R.92 Medication record
  - R.158 Children's attendance record to be kept by approved provider
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.161 Authorisations to be kept in enrolment record
  - R.162 Health information to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard, Quality Areas:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### **Additional Regulatory Context and Guidance**

- Department of Education - [Child Care Provider Handbook](#)
- Privacy Act 1988 (Cth)/ Information Privacy Act 2009 (Qld)

## Related Policies and Procedures

[6.1 Access](#)

[6.3 Bookings and Cancellations](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[6.5 Interactions and Communication with Families](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)

Policy 6.2 Enrolment and Orientation				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.2-2024/1 - Combined previous policies 9.2 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.3 Bookings and Cancellations

### Policy Statement

Southport State School OSHC is committed to delivering an efficient and effective service for children and families. Management of bookings and cancellations is critical in providing a quality and efficient service for the community. Parents and families have a role in communicating bookings and cancellations with Southport State School OSHC to ensure effective business practices are supported. Southport State School OSHC will ensure the booking administration meets the needs of families through effective communication of clear processes and expectations.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure administration practices support the provision of quality care, including compliance with law, regulations and CCS obligations.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Provide effective communication to families to ensure their responsibilities and obligation in notifying Southport State School OSHC of obligations.</li><li>• Monitor and support the application of Southport State School OSHC's fees and booking management procedures.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Support the administration of bookings and cancellation, including documenting notification as required.</li></ul>

### Procedures

A child must be fully and actively enrolled at Southport State School OSHC before any requests for booking can be processed or accepted (see [6.2 Enrolment and Orientation](#)). This includes:

- Enrolment paperwork completed in full
- Relevant supporting documentation (including but not limited to, medical information/action plans, inclusion support plans and immunisation records) provided to Southport State School OSHC
- Parents/guardians are made aware of Southport State School OSHC policies and procedures and have been provided with appropriate information in respect of the booking processes.

Bookings are required by all families who seek to use Southport State School OSHC on a Permanent (routine) or casual basis.

#### Authority to Book Care

Bookings can be made by the account holders (typically the child's parents) or, where consent has previously been obtained, an authorised nominee. Southport State School OSHC cannot make a booking to an account where proper authority has not been provided.

### Before and After School Care

#### Permanent Bookings

Bookings for Before and After School Care session can be made by the account holders (typically the child's parents) or an authorised nominee, where consent has previously been obtained. Where Southport State School OSHC has reached or exceeded requests for bookings beyond the maximum number of children stipulated in the service approval the procedures outlined in [6.1 Access for Families](#) (management of waiting lists) will be followed.

#### Care needs for those parents/caregivers that work a rotating roster

Parents with shift-working employment can have their needs addressed on a case-by-case basis. Parents with these circumstances will need to liaise with the Nominated Supervisor to negotiate this arrangement. Evidence (e.g. a copy of working roster) will be required when requested by Southport State School OSHC. Bookings of this nature are considered a permanent booking. Therefore, these arrangements have the same conditions as permanent bookings.

#### Changes to Permanent Bookings

- Any changes to bookings will require notice of at least **two weeks** (14 days), any notice that is less than two weeks will incur the regular fee.
- All changes must be requested **via email**; any agreements of changes that have occurred outside of the email process will not be acknowledged.
- Bookings are annual (per school calendar year) unless cancelled or changed via the process mentioned above. With the exception to the Vacation Care program.
- Families will be given the opportunity to confirm and rebook their permanent days from the concurrent year for the upcoming school year. Should confirmation not be received by the advertised date the booking will be cancelled and a new booking will be required

### Casual Bookings

- Casual bookings will only be available where Southport State School OSHC has approved places available. Permanent bookings will take a priority over casual vacancies.
- Casual booking requests must be made **the 'My Family Lounge' app**
- If placement is not available at the time the request is made, the request will be placed on a waiting list. An offer of placement may be made if a position becomes available closer to the requested date.

### Cancellations (Advising of Absences)

Should the child not attend a booked (either permanent or casual) OSHC session for any reason, fees for the session are still payable. CCS will apply in accordance with allowable and additional absence provisions.

It is the responsibility of parents (account holders) to advise Southport State School OSHC of absences for any reason. The notification must be prior to the start of the session, (i.e. before 2.45pm for ASC).

Parents (or authorised nominees) should notify Southport State School OSHC before the sessions of any planned absences. Notification of a child's absence can be made via: 'My Family Lounge' app.

Cancellation and changes to bookings for before and after school care can be made at least 7days prior via the 'My Family Lounge' app. Cancellations outside of this timeline will incur a fee, equal to the fee for that session will be charged. A request can be made to swap or change a day and will need to be approved by the Coordinator.

If the child's booking hasn't been cancelled and/or Southport State School OSHC hasn't been notified of the child's absence, a parent/guardian and/or authorised nominee will be contacted to ensure the child is accounted for. A non-cancellation fee will be charged in addition to the regular fee for that session as per policy [7.10 Fees and Statements](#).

All fees associated with routine bookings, should the child not attend care due to illness or for any other reason, will be required to be paid in full. CCS entitlement may still apply, depending on factors such as CCS enrolment, allowable absences and or reason for absence.

### Vacation Care and Pupil Free Days

#### **Program and Forms**

Vacation Care bookings can be booked using the relevant booking form

Pupil Free Day bookings will have individual booking forms (when offered). The planned program and relevant information will be attached to booking forms. Details including fees, timelines for booking, and session capacities will be noted on the program/form. Unless stated otherwise, Pupil Free Days will have the same conditions as vacation care.

All vacation care bookings will be confirmed via email 5 days after their booking form is received. In the event that a requested day is not available, the family will be notified and given the option of going on a waiting list for that session. An offer of placement may be made if a position becomes available closer to the requested date.



All vacation care bookings close two weeks prior to the date of the scheduled holiday program. No bookings will be accepted after that time.

### ***Vacation Care Cancellation and Changes to Bookings***

Cancellation and changes to bookings for Vacation Care must be made **via email** at least **2 weeks** (14 days) before the closing date for a specific holiday program. Cancellations outside of this timeline will incur a fee, equal to the fee for that session. No changes to vacation care bookings are permitted within two weeks of the scheduled holiday program.

## **Child Care Subsidy**

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### ***Accessing CCS***

It is the responsibility of the parents/caregivers to communicate with Centrelink about their child/ren attending a care service. A Complying Written Arrangement (CWA) is generated as part of the online enrolment process and this requires parents/guardians to approve the booking through their Centrelink online account (accessed through MyGov or the Centrelink app), prior to any CCS being payable to Southport State School OSHC as a fee reduction for the family.

### ***Reporting Absences (CCS)***

*Child Care Subsidy* is payable for up to 42 absence days for a child in a financial year for sessions of care a child is enrolled in and did not attend and where there is still a liability to pay a fee for the session.

Once 42 absence days have occurred in a financial year, *Child Care Subsidy* can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law. These reasons are:

- the child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and Southport State School OSHC has been given a medical certificate by a medical practitioner
- the child is attending preschool
- alternative arrangements have been made on a pupil-free day
- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and Southport State School OSHC has a copy of the relevant court order or parenting plan for the child
- Southport State School OSHC is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to Southport State School OSHC), during the period of the emergency or up to 28 days afterwards
- the individual who cares for the child has decided the child should not attend Southport State School OSHC for up to seven days immediately following the end of a period of local emergency

*Child Care Subsidy* and *Additional Child Care Subsidy* is payable for all additional absences and there is no limit on the number of additional absence days a recipient may claim, providing the absence days are taken for specified reasons and supporting documentation, where required, is provided.

The Nominated Supervisor (or relevant delegate) will liaise with families to ensure relevant supporting documentation is received from families where this is required. Families failing to produce a valid reason and/or supporting documentation may not receive a subsidy payment and will, therefore, be liable for the full fees for the absent session.

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**



- R.99 Children leaving the education and care service premises
- R.101 Conduct of risk assessment for excursion
- R.168 Education and care service must have policies and procedures
- R.170 Policies and procedures to be followed
- R.171 Policies and procedures to be kept available
- **National Quality Standard, Quality Areas:**
  - QA2 – Children’s health and safety
  - QA3 – Physical environment
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

#### Additional Regulatory Context and Guidance

- A New Tax system (Family Assistance) (Administration) Act 1999
- Department of Education - [Child Care Provider Handbook](#)

## Related Policies and Procedures

[6.1 Access](#)

[6.2 Enrolment and Orientation](#)

[6.4 Acceptance and Refusals of Authorisation](#)

[6.5 Interactions and Communication with Families](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.9 Privacy and Confidentiality of Records](#)

[7.10 Fees and Statements](#)

[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)

Policy 6.3 Bookings and Cancellations				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.3-2024/1 - Combined previous policies 9.4 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.4 Acceptance and Refusals of Authorisation

### Policy Statement

The purpose of this policy is to set out the comprehensive process for collecting and managing authorisation, especially those that are sensitive to the needs of children and their families. Written authorisations from parents or authorised nominees help to ensure that the health, safety, wellbeing and best interests of all children are met. Through the authorisation process, parents are informed of risks associated with a matter, and can make an informed choice whether or not to proceed.

### Required Authorisations

Southport State School OSHC will only accept an enrolment for a child where the parent has authorised Southport State School OSHC to seek medical treatment for children and transportation by an ambulance service (Regulation 161). A parent failing to submit this authorisation will not have their enrolment progress. Likewise, an enrolment will be cancelled, where the authorisation is retracted.

There is also a responsibility to obtain authorisations from parents, or potentially, an authorised nominee for:

- administering medication to children (Regulation 92 and 96)
- children leaving the premises in the care of the parent or the authorised nominee (Regulation 99)
- excursions (Regulation 102)
- transport provided or arranged by Southport State School OSHC (Regulation 102D)
- sharing information or records with others (Regulation 181)

Where an authorisation is required for a specific action/procedure to occur, the authorisation must be provided in writing before Southport State School OSHC can carry out the task, except for emergency medication administration, where verbal consent can be provided (Regulation 93(5)).

### Additional Authorisations

From time-to-time, Southport State School OSHC may also seek to have informed consent and authorisation for aspects that intersect programming or other elements of education and care (such as displaying photos). Southport State School OSHC will make every effort to include families in the decision-making process and provide relevant information to assist in making an informed decision.

Where there is a Southport State School OSHC or regulatory requirement for an authorisation, Southport State School OSHC will require it in writing. All written authorisations (and/or documented refusals) will be handled in accordance with Southport State School OSHC's [Privacy and Confidentiality of Records](#) policy and retained with enrolment records.

### Refusal of Authorisations

While parents can decide to not provide an authorisation, depending on the nature of the refusal, it may implicate the ability of Southport State School OSHC to educate and care for a child. Where a parent refuses authorisation, Southport State School OSHC reserves a right to also refuse care.

Southport State School OSHC will also maintain their duty for the safety and wellbeing of children. Notwithstanding a parent's authorisation, if Southport State School OSHC believes the action would jeopardise a child's safety and protection, where it is lawful, they may reserve the ability to refuse the parent's authorisation (e.g. leaving Southport State School OSHC in a dangerous manner).

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Will ensure parents have the opportunity to authorise or decline relevant elements of Southport State School OSHC's programs</li><li>• Ensure these requests are followed by Southport State School OSHC</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Lead Southport State School OSHC authorisation and record keeping practices to ensure information is received and collate information in a manner that ensures authorisations are followed as parents have requested.</li></ul>

	<ul style="list-style-type: none"> <li>Communicate with parents and support flexibility of amending authorisations.</li> </ul>
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## Key Tasks and Responsibilities

Collecting Authorisation	The Nominated Supervisor is responsible for ensuring all required authorisations have been provided to Southport State School OSHC.
Refusing Authorisations	The Nominated Supervisor is tasked with being the primary decision-maker for refusing relevant authorisations on reasonable grounds. Should parents be unsatisfied, they can request review by the Southport State School P&C Association.
Maintaining Records	The Nominated Supervisor will maintain the storage of relevant written authorisations.

## Procedures

### Authorisations for Enrolment

A family's enrolment is subject to the authorisation for the consent of medical treatment, including transportation via ambulance. No enrolment will be accepted without the signed agreement of a parent in the enrolment form.

Additionally, upon enrolment, the parent will have the opportunity to provide authorisation for:

- other persons to collect their child(ren) (authorised nominee),
- emergency contact persons, and/or
- regular outings (if applicable).

Upon completing the enrolment form, the parent will be prompted to agree to Southport State School OSHC's terms and conditions of enrolment, which may include-

- Sharing relevant information with school representatives around the care of their child, including—
  - Health and wellbeing information.
  - Significant behaviour incidents.
  - Absences due to sickness or illness.
- Photos of their child taken to document learning outcomes and significant events as part of the program being displayed within Southport State School OSHC to showcase children's learning.

### Additional Authorisation

In caring for children and participating in the program, there may be circumstances where additional authorisation are required. This includes—

#### Verbal Authorisations

Will be accepted by Southport State School OSHC however the Nominated Supervisor/Responsible person will-

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

#### Medication

Where medication is required, it can only be administered with the written authorisation from a parent - unless an asthma or anaphylaxis emergency or another emergency where authority to provide verbal consent can be given. Parents will need to complete a medication administration form setting out the medication(s) to be administered (Regulation 92).

Where medication is required to be administered in an emergency and prior written consent has not been provided, verbal authorisation can be provided by-

- A parent.
- A person named in the enrolment to provide authorisation for medication administration.
- Or where a parent or other person named in the enrolment records cannot be reasonably contacted in the circumstances, a registered medical practitioner or emergency service.

Details of verbal authorisation will be documented in the Incident, Illness, Injury and Trauma Record.

Southport State School OSHC will waive compliance with this policy where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. Southport State School OSHC can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

### **Excursions and Transport**

Authorisation must be provided by a parent for a child to participate in an excursion or any other regular outing. The authorisation for an excursion will set out all the required information to satisfy Regulation 102. Southport State School OSHC will provide parents with relevant information to be fully informed of excursion details and risks see [1.4 Excursions](#).

While Southport State School OSHC does not provide transport other than excursions, should this change, authorisation must be obtained prior to a child being transported.

## **Refusing Authorisations**

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### **Parent Refusal of Authorisations**

A parent may refuse to provide authorisation for the child; however, this may impact the service's ability to provide education and care for the child, this includes-

<b>Refusal or non-authorisation for—</b>	<b>Outcome</b>
Authorisation for medical treatment, including transportation via ambulance.	Education and care cannot be provided to the child by the service.
Participation in an excursion.	Where the excursion is the only activity for a vacation care day, care cannot be offered for that day.
Sharing of information with school representatives.	Possible withdrawal of enrolment, as procedures for safeguarding children based on coordinated communication with school.

### **Service Refusal of Authorisations**

Southport State School OSHC retains the ability to refuse a parent's authorisation where the authorisation would conflict with another duty, principally, the safety and wellbeing of children. This may include but is not limited to the circumstances where a child is allowed to leave Southport State School OSHC unaccompanied.

Where the Southport State School P&C Association, Nominated Supervisor, or Responsible Person believe the authorisation from the parent would jeopardise the safety and wellbeing of a child, they will be informed of Southport State School OSHC's decision to refuse the authorisation.

### **Updating and Amending Authorisations**

Parents/guardians are responsible for and have the right at any time to change authorisations given to Southport State School OSHC in relation to their child and their child's participation in the program. This may be done through completion of an updated enrolment form or other written authorisation. A child's enrolment and participation in Southport State School OSHC will remain subject to relevant authorisations being maintained.

### **Record Keeping**

All authorisations will be retained with the child's enrolment records and will be handled as per [7.6 Privacy and Confidentiality of Records](#).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.93 Administration of medication
  - R.94 Exception to authorisation requirement—anaphylaxis or asthma
  - R.99 Children leaving the education and care service premises
  - R.102 Authorisation for excursions
  - R.102D Authorisation for service to transport children
  - R.158 Children's attendance record to be kept by approved provider
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.161 Authorisations to be kept in enrolment record
  - R.162 Health information to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- Privacy Act 1988 (Cth)/ Information Privacy Act 2009 (Qld)

## Related Policies and Procedures

[1.4 Excursions](#)

[1.5 Sleep and Rest](#)

[1.6 Food and Nutrition](#)

[2.3 Safe Arrivals and Departures of Children](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[2.6 Water Safety](#)

[2.7 Infectious Diseases](#)

[2.9 Medical Conditions in Children](#)

[2.10 Medication Administration](#)

[2.11 Sun Safety](#)

[6.9 Childhood Immunisation](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

[7.6 Privacy and Confidentiality of Records](#)

Policy 6.4 Acceptance and Refusal of Authorisations				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.4-2024/1 - Combined previous policies 9.7 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.5 Interactions and Communication with Families

### Policy Statement

Southport State School OSHC acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided.

Families are welcome to attend Southport State School OSHC and talk to educators during its operations. The Southport State School P&C Association encourages families to voice their views in a way that will assist Southport State School OSHC to be inclusive and responsive to individual's needs and wishes.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establishes a culture of openness, transparency and respectfulness.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Be approachable and responsive to families, including making time for discussion.</li><li>Ensure relevant communication methods are established with families to support meaningful information sharing.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Are to be inviting, courteous and respectful in all interactions with families.</li></ul>

### Procedures

Parents will be able to access their child anytime they are in attendance at Southport State School OSHC. Parents and caregivers will have access to meet with the Nominated Supervisor throughout daily sessions and/or by pre-arranged appointment to discuss any issues or concerns with respect to their child and/or Southport State School OSHC.

On enrolment, a *Family Handbook* will be provided as part of Southport State School OSHC enrolment package. The information contained in the handbook is to guide parents on the expectations for themselves and their child(ren) while they access Southport State School OSHC. It will also summarise important aspects of the operations and highlight key policies.

Southport State School OSHC shall develop and implement strategies and processes that identify:

- Parent skills and interests suitable to the program,
- How such parent involvement will support the overall objectives of Southport State School OSHC and in particular program delivery; and
- When such parent skills and interests may be utilized as part of the program throughout the year.

Parents will be encouraged to participate in Southport State School OSHC through attendance at management meetings and/or Southport State School OSHC events.

### Communication with Families

Information for parents will also be communicated through:

1. Emails,
2. Via Account Statements,
3. Sign in/out - QK enrol – parent message,
4. OSHC website,
5. Meetings between Nominated Supervisor/educators and parents/guardians; and
6. Posts and notifications sent through the Southport State School OSHC social networking site

The Director/Coordinator may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the parent sign in/notice board area.



The Director/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.

### **Homework**

Families may request their child complete homework while at Southport State School OSHC by speaking with the Nominated Supervisor, who will maintain a list of names of children who are to do homework each day.

Homework completion remains the parents responsibility, educators will not be responsible for monitoring and signing off on homework.

Children doing homework will be supervised in a quiet environment, away from the other children if possible. Educators will assist children with projects and homework to the extent possible, taking into consideration supervision and duty of care issues in relation to the other children in care.

## **Parent Conduct When at OSHC**

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Upon signing the enrolment form, the parent will agree that any persons authorised to collect their child from Southport State School OSHC will abide by this policy and policy [4.5 Code of Conduct](#). It is the parent/carers responsibility to ensure that authorised persons are fully informed of the policies.

Such actions of personal threat, physical violence and aggressive threatening behaviour are considered unacceptable and serious acts of unruly behaviour and may result in the family's immediate and indefinite exclusion from Southport State School OSHC by cancel of enrolment.

Parents and their authorised nominees will be expected to:

- Refrain from using offensive language and gestures,
- Remain calm and respectful, not raise their voices,
- Not be intimidating or threaten acts of verbal or physical violence,
- Refrain from disciplining other children,
- Refer incidents and concerns to the Nominated Supervisor,
- Not be intoxicated,
- Not to be under the influence of illicit substances.

Upon entering Southport State School OSHC, all parents, guardians and visitors will be expected to communicate appropriately with all educators, other children and their families, whilst dropping off or collecting their children, as permitted to and from Southport State School OSHC.

Appropriate communication shall include, but not be limited to:

- Appropriate Language,
- Calm tone,
- Considerate and reasonable manner of communication.

Parents and guardians have rights and responsibilities associated with their involvement in Southport State School OSHC. They are as follows:

- Ensure their child is aware of their attendance schedule at after school care & the need to arrive promptly at Southport State School OSHC
- Encourage good behaviour habits in their children,
- Encourage their children to accept Southport State School OSHC's rules and guidelines,
- Provide support and feedback to Southport State School OSHC regarding rules and guidelines for of behaviour,
- Consult with Southport State School OSHC educators at a mutually convenient time about any concerns and treat Southport State School OSHC educators with respect and courtesy; and
- Conduct themselves in accordance with this policy and in such a way that does not make educators feel threatened. This includes speaking with a calm and respectful tone of voice.

Parents/guardians have a right to:

- Be respected and recognised as the major influence upon their child's development,
- Be able to express themselves in a reasonable manner on matters of Southport State School OSHC policy,
- Meet with Southport State School OSHC educators at a mutually convenient time; and
- Be offered the same courtesy and respect within Southport State School OSHC as educators.

Parents/guardians shall not be permitted to approach, touch or discipline verbally any children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or employee, they must follow appropriate grievance procedures as outlined in the [6.7 Feedback and Complaints Handling](#) policy.

Parents/guardians displaying behaviour that breaches this policy and procedure will be asked to leave the Southport State School OSHC premises and the incident will be referred to the management committee.

Parents/guardians who display violent and threatening behaviour at any time or who consistently breach the conduct expected of them whilst engaging with Southport State School OSHC will be referred to the Southport State School P&C Association for further action which may include:

- Written caution regarding reported behaviour and reminder of appropriate conduct; or
- Exclusion from Southport State School OSHC premise for a prescribed period of time; or
- Suspension of their family's enrolment with Southport State School OSHC

Educators have the right to ask a person to leave the premises if they feel intimidated in any way. The Police may be notified if any parent/guardian conduct within Southport State School OSHC is threatening or violent towards staff, children or others present at Southport State School OSHC.

If persons refuse to leave Southport State School OSHC, law enforcement will be contacted to remove them and a Lockdown procedure will be conducted to protect all children and staff. This may result in obtaining a restraining order against the offender/s to keep them away.

If a person refuses or fails to comply with Southport State School OSHC Policies and continues to breach the Parent Code of Conduct, they will be removed from Southport State School OSHC and the person/family or child excluded indefinitely.

## **Educator Interactions with Families – Professional Boundaries**

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Southport State School OSHC acknowledges that throughout the course of providing education and care to children, educators develop trusting and supportive relationships with families. These relationships have been known to extend beyond the professional boundaries of Southport State School OSHC.

Educators who are personally friendly or are in existing relationships with family members of children who attend Southport State School OSHC (such as brother, sister, aunt, uncle, etc.) shall declare such relationships to the Coordinator so that professional boundaries and expectations can be clarified.

On occasion, educators may be requested by families to attend personal events (such as birthday parties) or to provide services for their children such as babysitting. To this end, the following protocols shall apply:

- Educators who are requested to attend personal events or to provide services (such as those mentioned above) will be required to disclose these to their employer (date, location and time) and whether they choose to attend.
- Any employee/employer arrangements made between an educator and the family shall be completely independent of the relationship between Southport State School OSHC and the employee.
- The conduct of the educator is not guaranteed by Southport State School OSHC for any work conducted outside of Southport State School OSHC. This includes references to suitability checks and employment history.
- Educators will be cautioned about taxation and income declaration implications should the engagement of services involve payment.
- Educators engaged by families to provide private child care services outside Southport State School OSHC operating hours will be encouraged to maintain ethical practices and standards including:
  - Maintaining confidentiality, respect and the families right to privacy; and



- Demonstrating behaviour that enriches the provision of care and advances the OSHC profession
- Families will be provided with information (by way of fact sheet) about child grooming to ensure they are able to make an informed decision. This may include undertaking independent suitability checks.
- Families will be encouraged to use reputable babysitting/child minding agencies to provide such services should they need care outside of Southport State School OSHC operating hours.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA6 – Collaborative partnerships with families and communities

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)  
[1.3 Sharing the Program and Children's Progress with Families](#)  
[2.3 Safe Arrivals and Departures of Children](#)  
[2.9 Medical Conditions in Children](#)  
[6.2 Enrolment and Orientation](#)  
[6.4 Acceptance and Refusal of Authorisations](#)  
[6.7 Feedback and Complaints Handling](#)

Policy 6.5 Interactions and Communication with families				
Endorsed By: Southport State School P&C Executive Committee				
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6.5-2024/1 - Combined previous policies 9.3, 9.10 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.6 Community Communication and Participation

### Policy Statement

Southport State School OSHC acknowledges the importance of its local community and seeks to act both in the interests of its community and in enhancing the experience of children as members of the community. Southport State School OSHC is committed to practice that reflects Quality Area Six of the National Quality Standards, in particular, building and engaging strong relationships with the community.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Will ensure the Southport State School OSHC's practices reflect the National Quality Framework, including the Southport State School OSHC Philosophy reflects the views and wishes of the community.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Establish local connection with individuals and groups and seek out engagement opportunities</li><li>Collect and maintain relevant community resources to assist in facilitating and extending connection between families and their community.</li><li>Respond to community members with professionalism and in a manner that upholds Southport State School OSHC's reputation and philosophy.</li></ul>
Educational Leader	<ul style="list-style-type: none"><li>Develop a program that is shaped by meaningful engagement with families and the community.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Display conduct that is inclusive, respectful and inviting to the community.</li><li>Respond to opportunities for community connection/engagement with professionalism.</li></ul>

### Procedures

#### Engagement Through the Program

Southport State School OSHC will seek out opportunities for Southport State School OSHC to connect and maintain relevant relationship with their local community. Southport State School OSHC's planning will reflect opportunities to explore and experience the community surrounding OSHC, and where possible, invite individuals into Southport State School OSHC to establish partnerships for children.

Families of Southport State School OSHC will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

The Educational Leader will be supported to ensure the Southport State School OSHC's practices are shaped by meaningful engagement with families and the community. The Educational Leader will be encouraged to facilitate educators to actively engage in dialogue, open communication and partnerships with families.

#### Service Delivery and Engagement

Southport State School OSHC is committed to upholding a philosophy and program that reflects the needs and worldview of the families that attend and participate. Southport State School OSHC will review the Service Philosophy as needed. Opportunities for feedback and information gathering to reflect on Southport State School OSHC's connection to the community will be an embedded practice in the quality improvement processes of Southport State School OSHC.

#### Community Services and Resources

Southport State School OSHC will retain a collection of helpful resources to support their community of families. The Nominated Supervisor is responsible for collecting and maintaining this catalogue of information and contacts.

#### Responding to the Community

The Nominated Supervisor will treat all enquiries and concerns seriously. All interactions with community members are to be respectful and courteous. Questions, answers and required information should be responded to promptly and with integrity.

Any concerns about Southport State School OSHC which are identified can be managed through policy [6.7 Feedback and Complaints](#).

## Managing Conflict of Interest

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Southport State School OSHC is committed to ensuring that business and operational decisions are not negatively impacted by either a perceived or actual conflicts of interest. Southport State School OSHC expects all perceived or actual conflicts of interests will be declared and managed. Southport State School OSHC recognises conflicts of interest may be pecuniary (relate to money) - actual or potential financial gain, or non-pecuniary without any financial element but may offer advantage for social benefit.

The management of conflicts of interest will be supported by the principles of probity transparency, and accountability. Procedures for managing conflicts of interest will be followed by all relevant decision-making stakeholder (Southport State School OSHC's governance, leaders, employees and volunteers).

### Declaring Conflict of Interest

It is the responsibility of any persons (Southport State School P&C Association, employee or volunteer) to make a relevant declaration of any actual or perceived conflict of interest as soon as this becomes known to the person.

- All employees and volunteers are expected to declare conflicts of interest to the Nominated Supervisor.
- The Nominated Supervisor will report the declarations and management plans to the Southport State School P&C Association.
- The Nominated Supervisor and Southport State School P&C Association members will declare any of their conflicts relevant to the operation and compliance with CCS.

### Responding to a Conflict of Interest

Ideally, all conflicts of interest will be avoided.

Where this is not possible, conflicts of interest can be managed through one of the following strategies:

- **Restrict** – limit or remove the participation of decision making for a person with the conflict of interest.
- **Recruit** – source an independent person to oversee aspects of the relevant processes.
- **Remove** – absolve the responsibility of person/s with conflict of interest.
- **Relinquish** – surrender the private interest that gives rise to the conflict of interest.

A record of the declared conflict of interest and agreed management plans will be maintained. The Southport State School P&C Association must be satisfied with the efficacy of the proposed plans with expressed approval before progressing with any actions related to a conflict of interest. Where an executive member of the Southport State School P&C Association is a party of a conflict of interest they will remove themselves from the approval of the conflict of interest management plans.

### Non-Compliance

Failure to either declare or act consistently with agreed conflict of interest plans will be viewed seriously. Employees found to be engaged in conduct that has advantaged themselves or others through unethical or dishonest actions result in disciplinary action up to and including termination.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations**
  - R.168 Education and care service must have policies and procedures

- R.170 Policies and procedures to be followed
- R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA6 – Collaborative partnerships with families and communities

#### **Additional Regulatory Context and Guidance**

- Privacy Act 1988 (Cth)
- My Time, Our Place V2 2022 – Framework for School Age Care in Australia

## **Related Policies and Procedures**

[1.1 Educational Program Development and Implementation](#)

[1.4 Excursions](#)

Policy 6.6 Community Communication and Participation				
Endorsed By: Southport State School P&C Executive Committee				
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6.6-2024/1 - Combined previous policies 9.3, 10.10 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.7 Feedback and Complaints Handling

### Policy Statement

Southport State School OSHC recognises feedback and complaints can be essential to ensuring a high standard of education and care is provided to children accessing Southport State School OSHC as well as the broader community. These mechanisms inform quality improvement practices, promote inclusive access to services required to meet the needs of individuals and uphold the rights of children and families.

Southport State School OSHC acknowledges the right of children, parents, and others to raise a complaint about any issues that impact the service delivery or the quality of care provided. All individuals will be provided with accessible complaint procedures and information on opportunities to raise a complaint.

Concerns held by stakeholders can range in their level of severity/seriousness. Southport State School OSHC's policy reflects this, recognising that **feedback** can be either positive, affirmative communication or alternatively observations about possible suggestions or improvements, whereas **complaints** are a more serious view that something is unsatisfactory or unacceptable. Southport State School OSHC is committed to ensuring all claims are handled in a manner consistent with principles of natural justice. Individuals should be free to raise a complaint without fear of retribution or victimisation. The Southport State School P&C Association is committed to leading a culture that reflects an openness to address concerns held by stakeholders in a fair and reasonable manner.

The Southport State School P&C Association also recognises their duty to comply with the Human Rights Act (Qld) 2019 and when relevant follow Departmental policy in handling complaints relating to potential violations of any human right. Additionally, the Southport State School P&C Association recognises regulatory requirements to have an established complaints procedure, displaying contact information for complaints, and reporting allegations of Southport State School OSHC's compliance with the National Law.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Will ensure information about how to provide feedback or make a complaint is provided through enrolment information and staff induction.</li><li>• Will support the Nominated Supervisor in handling any complaints raised by parents and staff by providing guidance and advice as required.</li><li>• Periodically review the register of complaints to identify systemic issues not being addressed.</li><li>• Ensure complaints are managed in a fair manner, giving an opportunity for issues to be managed free from bias.</li><li>• Provide opportunity for complaints to be raised directly with the Southport State School P&amp;C Association where the complainant feels it necessary to do so.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Lead a culture of fairness and ethical practice, supporting individuals to raise a complaint without fear of retribution or victimisation.</li><li>• Be the initial point-of-contact for most parent, community and employee raised complaints.</li><li>• Demonstrate a willingness to constructively address feedback raised by stakeholders.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Be open to accept feedback and complaints raised by children and parents (or other stakeholders).</li><li>• Communicate complaints through reporting lines described in the procedure.</li><li>• Demonstrate a willingness to access complaints mechanisms, raising concerns or complaints as outlined in the procedure where appropriate.</li><li>• Acknowledge the opportunity to develop practice as a result of feedback and complaints.</li></ul>

## Key Tasks and Responsibilities

Displaying complaints procedures	The Southport State School P&C Association is responsible for ensuring the Nominated Supervisor has relevant complaint information that is appropriately displayed.
Listening to concerns	All educators, and especially the Nominated Supervisor and Responsible Person are responsible for exercising sound judgement in listen to concerns and feedback raised about Southport State School OSHC or it's personnel. The information provided to Southport State School OSHC should be treated with respect and seriousness to ensure relevant procedures are followed.
Investigating allegations	The Nominated Supervisor is primarily responsible for the initial handling and reporting of complaints. The Southport State School P&C Association is responsible for ensuring relevant management action is carried out to fairly investigate and respond to complaints raised.
Reporting allegations of non-compliance	The Nominated Supervisor will act on behalf of the Southport State School P&C Association to report relevant allegations of contravention of the National Law to the Regulatory Authority.

## Procedures

### Children

1. Children should be supported to express and raise concerns freely. Sensitivity may be required to fully understand the Children's perspectives and interests. Educators should demonstrate proactive openness to hear and understand the concerns and feedback raised by children.
2. All issues and concerns expressed by children will result in support and guidance by Educators, who will seek a timely and fair resolution.
3. Educators will communicate resolved and unresolved concerns to the Nominated Supervisor.
4. Where a resolution isn't immediately found, educators will model constructive behaviours and skills by assisting children to define the problem, its cause, discuss options and solutions, assess strategies and arrive at an agreed course of action.
5. Issues of a serious nature will be dealt with by the Nominated Supervisor and/or Southport State School P&C Association and in the appropriate forum.
6. Serious concerns raised by children will be communicated to parents at the earliest possible convenience, ensuring this is completed by the Nominated Supervisor or Responsible Person in Charge within 24 hours.
7. Serious concerns reaching the threshold for complaint may require incident reporting and notification to the Regulatory Authority (see [2.4 Incident, Illness, Injury or Trauma](#) policy and [7.7 Managing Notifications](#)).

### Parents, Stakeholders and Employees

#### Awareness and Display of Complaint Procedures

Parents will be advised of the Feedback and Complaints Policy on enrolment. Details will be contained in enrolment information. Details of the name and position of the person to whom complaints may be directed will be displayed in a prominent location. This will also include their contact information including telephone number and email address.

Employees will be advised of the Feedback and Complaints Policy and procedure on employment through Southport State School OSHC's induction and orientation processes and information contained in the *Educator Handbook*.

#### Feedback

Parent feedback is welcomed and encouraged. Parents are welcome to communicate their feedback constructively at any point. Where concerns cannot be immediately addressed, the Nominated Supervisor will follow up with the parents for discussion and steps to resolution. The person taking the feedback (Nominated Supervisor, educator etc.) should clarify if the person is indeed expressing feedback or if they would like to raise a complaint for further management and/or resolution.

Employees will be provided with opportunities through access to the Coordinator or regular team meetings to provide feedback about Southport State School OSHC programs and activities.

### Complaints Process

1. Parents, stakeholders and employees may raise their complaint either verbally or in writing. Any staff member can receive a complaint. Details of the complaint should be directed to the Nominated Supervisor for initial handling.
2. The Nominated Supervisor will be the preferred contact for initial complaints. However, the complainant will have the ability to raise concerns with the Southport State School P&C Association directly.
3. The Southport State School P&C Association should be the contact for complaints where:
  - a. the complaint is about the conduct of the Nominated Supervisor.
  - b. the complainant is not comfortable to take the complaint to the Nominated Supervisor.
  - c. the complainant is not satisfied with the Nominated Supervisor's handling of the complaint.
  - d. the complaint is regarding a matter of administration, management or governance.
4. Any complaints relating to misconduct of a staff member will be handled in accordance with relevant underperformance or misconduct procedures.
5. All complaints raised are to be documented on the 'Complaints Record' and recorded in the 'Complaints Register'. These records are stored in accordance with Southport State School OSHC's information handling policy – securely, maintaining privacy and confidentiality through password protection.
6. The Nominated Supervisor will notify the Southport State School P&C Association of any complaints. The Southport State School P&C Association and Nominated Supervisor will discuss and plan who is most suitable to fulfil the role of complaint handler. They should be free from bias, impartial, have the capacity to manage the complexity and conflict, and be suitable within the criteria listed above (item 3).

Where a complaint relates to the possible violation or restriction on a **human right**, the Southport State School P&C Association will report the details to the Principal for handling. Where the complaint is referred for Departmental handling, the service will be directed by Departmental representatives before proceeding further.

7. Matters of a complaint relating to compliance with the *Education and Care Services National Law and/or Regulations* or the quality of care provided are required to be notified to the Regulatory Authority. If in doubt, a representative should refer to the Regulatory Authority for further guidance and/or assistance.
8. Where the nature of the alleged complaint is suitable to be managed by the Southport State School P&C Association (internally), the complaint handler will contact the complainant to discuss (within 48 hours), seeking to identify:
  - a. the nature and details of the complaint
  - b. the resolution sought
9. Where a resolution can be easily addressed, the complaint handler will collaborate an action plan with the complainant and confirm the resolved status of the complaint. These items will be documented by the complaint handler and the complaint will be considered finalised.
10. Where resolution is not easily sought due to:
  - a. strong dispute of the nature of the complaint or objection to the allegations,
  - b. the conclusion will benefit from procedural fairness,
  - c. previous resolutions have been unsuccessful, or
  - d. there is a conflict of interest,

the Southport State School P&C Association will take steps to either mediate between the relevant parties (if appropriate) or investigate the matter to conclusion.

11. The complaint handler will notify the complainant of the intention to either undertake mediation or investigation. The complaint handler will also outline anticipated timelines of either process with the complainant at this point. All anticipated timelines should be reasonable in the circumstance.



12. The mediation or investigation may be facilitated by the Southport State School P&C Association or outsourced to a third-party. Any mediator or investigator appointed should be free from bias, impartial and have the capacity to undertake the task.
13. Where an investigation is undertaken - the investigator will gather relevant information, including statements from the complainant and/or additional information from relevant parties. The investigator's role is limited to establishing the facts based on the evidence at hand and the balance of probability. The investigator will report back to the Southport State School P&C Association addressing if they have found the allegation to be either substantiated or unsubstantiated.
14. The Southport State School P&C Association will review the findings of any investigation and provide an outcome to the complainant.
15. All finalised documentation and reports will be stored confidentially (see [7.6 Privacy and Confidentiality of Records](#)).

## Quality Improvement

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The Nominated Supervisor and Southport State School P&C Association will review the complaints register periodically to identify opportunities to enhance the quality and address systemic issues not yet identified.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.172 Offence to fail to display prescribed information
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.157 Access for parents
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.173 Prescribed information to be displayed
  - R.174 Time to notify certain circumstances to Regulatory Authority
  - R.174A Prescribed information to accompany notice
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- [National Principles for Child Safe Organisations](#)
- Department of Education - [Child Care Provider Handbook](#)
- Human Rights Act 2019 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)

## Related Policies and Procedures

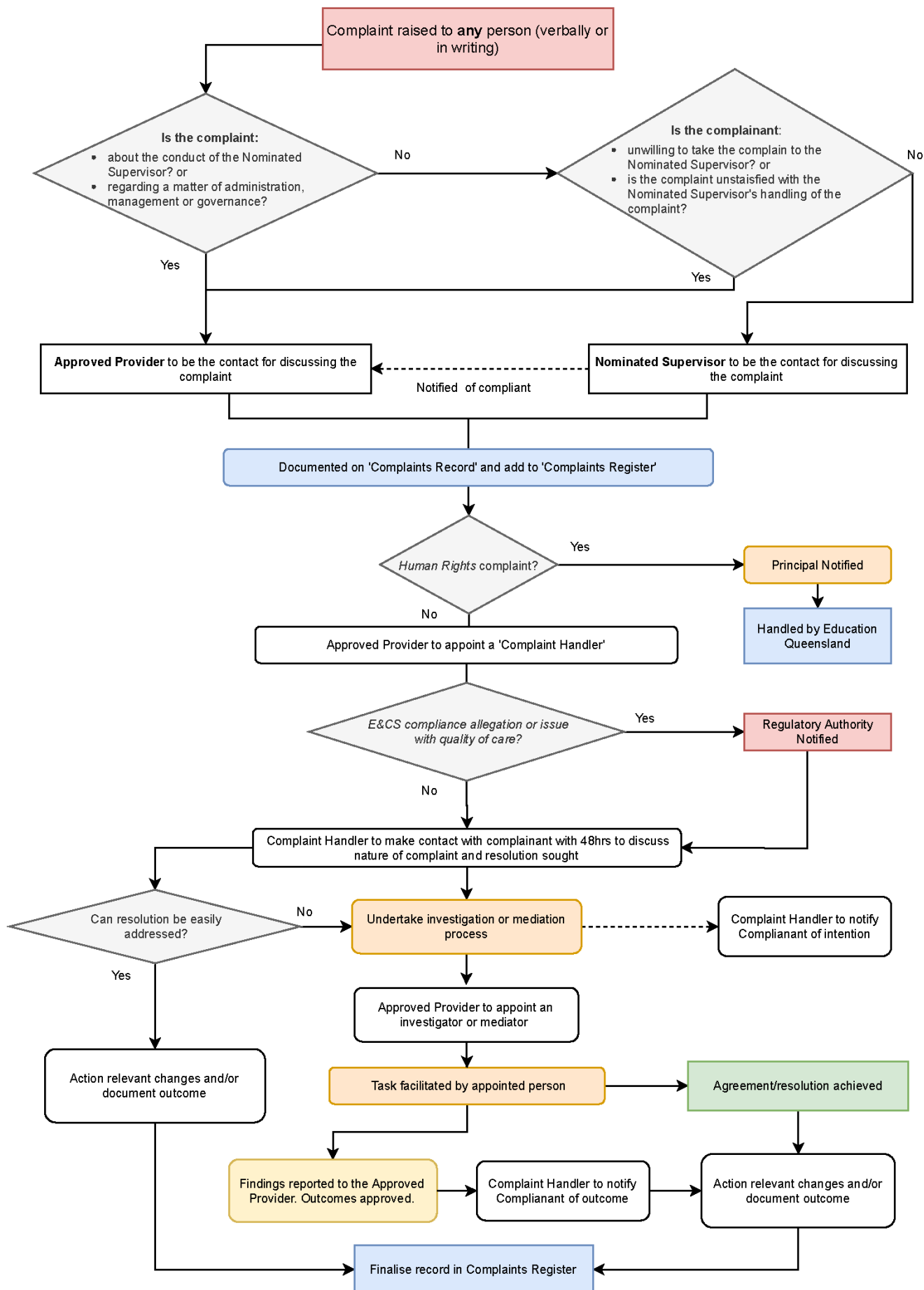
- [7.4 Leading Compliance and Quality Assurance](#)
- [7.5 Governance and Management](#)
- [7.6 Privacy and Confidentiality of Records](#)
- [7.7 Managing Notifications](#)

## Appendices and Forms

Complaint Record

Policy 6.7 Feedback and Complaints Handling				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.7-2024/1 - Combined previous policies 9.6, 8.12, 10.17 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.7.1 Complaint Handling Flowchart



## 6.8 Visitors

### Policy Statement

Southport State School OSHC seeks to provide an open and friendly environment, which values and actively encourages community participation and inclusion. In doing so, Southport State School OSHC will remain compliant with education and care service legislation providing a safe and supervised environment for children. All visitors (and non-authorised persons) will remain in direct supervision by an educator while children are attending Southport State School OSHC.

Visitors are defined as all people other than:

- Employees,
- Children enrolled and attending Southport State School OSHC; and
- Parents, caregiver, or authorised persons delivering or collecting children from Southport State School OSHC.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Establish effective procedures to ensure suitable persons interact directly with children being cared for by Southport State School OSHC.</li><li>• Establish mechanisms to uphold the safety and protection of children being cared for by Southport State School OSHC.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Provide supervision and leadership to ensure established procedures are followed.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure children are not left unsupervised with visitors or unauthorised persons.</li><li>• Support all visitors to present to the OSHC office to be signed in/identified.</li><li>• Monitor for and respond to situations that might risk the safety and wellbeing of children.</li></ul>

### Procedures

Any persons unknown to educators of Southport State School OSHC will be requested to present to the OSHC office in order to identify themselves. The Nominated Supervisor or Responsible Person will confirm their identity with enrolment records.

#### Invited Visitors

Other visitors to Southport State School OSHC could include incursion staff members or other community members supporting Southport State School OSHC's program. All invited visitors will be asked to document their visit in the **Visitor Record**. Regardless of their engagement, where children are being provided care and education, an educator will remain in direct supervision of visitors at all times.

#### Community Members

At times teachers or other relevant school community members may be in the vicinity of Southport State School OSHC's activities. Educators welcome collaboration and participation by the school community but will ensure that where children are being provided care and education, an educator will remain in direct supervision at all times.

#### Suspicious or Harassing Persons

Any persons who do not have a valid or suitable reason for being on the premises will be respectfully asked to leave by the Nominated Supervisor, or where this is not practicable any other educator.

Where any educator is suspicious or reasonably believes there may be a potential threat to safety or wellbeing for any persons will initiate Southport State School OSHC's *Lockdown Plan* (see [2.13 Emergency, Evacuation and Lockdown Drills](#)).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.170 Offence relating to unauthorised persons on education and care service premises
- **Education and Care Services National Regulations:**
  - R.157 Access for parents
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.173 Prescribed information to be displayed
  - R.174 Time to notify certain circumstances to Regulatory Authority
  - R.174A Prescribed information to accompany notice
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA6 – Collaborative partnerships with families and communities

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Privacy Act 1988 (Cth)
- Work Health and Safety 2011 (Qld)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and management](#)

[7.6 Privacy and Confidentiality of Records](#)

Policy 6.8 Visitors				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.8-2024/1 - Combined previous policies 9.9 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.9 Childhood Immunisation

### Policy Statement

Southport State School OSHC acknowledges their obligation under the Education and Care Services National Regulation 2011, in ensuring that children are free from the risk of harm. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases. Upon enrolment, Southport State School OSHC will request parents/caregivers to provide their child's immunisation history statement, in order to determine if enrolment and subsequent attendance will be accepted.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish procedures to document children's immunisation status to manage the outbreak of infectious disease.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Collaborate with families in the collection of immunisation history information.</li><li>Ensure records are maintained and stored to protect the privacy of families.</li><li>Communicate the policy and potential exclusion of children in the event of an outbreak of infectious disease.</li></ul>

### Procedures

Through Southport State School OSHC's enrolment procedures, parents/caregivers will be requested to provide a copy of their child's immunisation history statement. This information will be recorded with the children enrolment details and stored in accordance with the procedures outlined in [7.6 Privacy and Confidentiality of Records](#)

This policy will be available to parents/families on request. Information will also be provided to families via Southport State School OSHC *Family Handbook*. Southport State School OSHC's communication will detail the potential impacts on their child's enrolment or attendance if their child's immunisation status is deemed not up to date.

Southport State School OSHC will establish risk management procedures relating to monitoring and managing the spread of vaccine-preventable diseases at Southport State School OSHC, this is outlined in [2.7 Infectious Diseases](#).

Procedures will include but not limited to:

- Monitoring and recording children immunisation status through enrolment,
- Monitoring and recording staff immunisation status,
- Communication regarding infectious disease outbreak and management; and
- Limiting attendance for vulnerable children during times of infectious disease outbreak (if enrolment has been accepted).

### Immunisation History Statement

The Nominated Supervisor (or delegate) will request copies of each child's immunisation history upon enrolment. Where a family chooses to refuse to provide a copy of the immunisation history, it will be assumed the child has no immunisation history and may be excluded from Southport State School OSHC in the event of an infectious disease outbreak (see [2.7 Infectious Diseases](#))

- An immunisation history statement says whether a child's immunisation status is up-to-date or not up-to-date. This can be:
  - an official record issued by the Australian Immunisation Register
  - a letter from a recognised immunisation provider (e.g. a GP or immunisation nurse).

- The Personal Health Record (the 'red book') from Queensland Health is not acceptable proof of immunisation because it only contains handwritten updates.

## Vulnerable Children

For child/ren who do not have a current immunisation history statement on file, their immunisation status will be considered 'unknown' or 'not up-to-date', until such time as the correct immunisation documentation is provided.

If the parent/guardian does not provide the child's immunisation history statement within the reasonable timeframe allowed, the child's enrolment may be:

- Refused or cancelled,
- Accepted with conditions, such as attendance refused until an Immunisation History Statement or other documentation from a recognised immunisation provider demonstrates full immunisation status; or
- Accepted, with specific conditions in place. Specific conditions may include restricting care during an outbreak of infectious disease at Southport State School OSHC.

Families of vulnerable children (i.e. those children whose immunisation status is deemed 'not up to date') whose enrolments have been accepted (with or without conditions) will not be eligible for Child Care Subsidy (CCS)

### Medical Contraindication

Enrolment and/or attendance for a child cannot be refused on the basis of their immunisation status if they have a medical contraindication to some or all scheduled vaccines. Whilst not technically vaccinated, these children are still classified as having an 'up-to-date' immunisation status and this should be indicated on their immunisation history statement.

### Conscientious Objection

Children of families who have recorded a conscientious objection to vaccination through the 'Australian Childhood Immunisation Register' will have their immunisation status registered as 'not up-to-date'. Acceptance or refusal of enrolment will be as per the procedures of this policy relating to vulnerable children.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.162 Health information to be kept in enrolment record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management

### Additional Regulatory Context and Guidance

- A New Tax System (Family Assistance) Act 1999
- Public Health Act 2005 (Qld)



## Related Policies and Procedures

[2.7 Infectious Diseases](#)

[2.8 Hygiene, Health and Wellbeing Practices](#)

[6.2 Enrolment and Orientation](#)

[6.4 Acceptance and Refusals of Authorisation](#)

Policy 6.9 Childhood Immunisations				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.9-2024/1 - Combined previous policies 9.8 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 6.10 Children's Property and Belongings

### Policy Statement

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

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>Establish effective policies to manage the expectations of belongings</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>Provide clear communication to families on the expectations for personal belongings.</li></ul>
All Staff	<ul style="list-style-type: none"><li>Follow Southport State School OSHC's policies to guide children's' management and care for personal items.</li></ul>

### Procedures

#### Children's Required Belongings

The family will be responsible for providing the child with appropriate belongings and property required for active participation in Southport State School OSHC's program. Such property may include (but is not limited to):

- Footwear,
- Clothing,
- Hats (and sun safety equipment); and
- Bags, lunch boxes and water bottles.

Parents/caregiver will be asked that all personal property and belongings should be clearly named/labelled.

#### **Additional/Special Items**

Southport State School OSHC will inform parents/caregivers through relevant communication of any additional appropriate personal belongings required at Southport State School OSHC for special events etc. Additionally, Southport State School OSHC will provide clear communication on any items that might interfere with the program and will guide families for these items to remain at home.

Throughout special program times, i.e. Vacation Care or Pupil Free Days, the children be able to bring with them personal belongings other than typical items (e.g. games and toys). This will be done solely at the discretion and responsibility of the family. No responsibility will be taken whatsoever for any items brought to Southport State School OSHC which become lost or damaged as a result.

#### Care for Belongings

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

Families will be asked to label all their child's belongings clearly and consider leaving excessive or non-essential belongings at home.

## Lost Property

- Un-named items will be placed in a central location for families to check and take items that belong to their child.
- Lost property unclaimed after three months will be used by Southport State School OSHC as spare clothing or given to charity.
- Parents/guardians are asked to let staff/educators know if an item belonging to their child is missing or return items that do not belong to their child.
- Staff/educators will undertake a search for the missing item and place a notice up for other parents/guardians, asking if they have taken the item home by mistake.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[2.1 Providing a Child Safe Environment](#)

[6.5 Interactions and Communication with Families](#)

Policy 6.10 Children's Property and Belongings				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
6.10-2024/1 - Combined previous policies 2.10 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## Policy Group 7

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# Governance, Leadership and Administration

Southport SS OSHC will implement **quality leadership and management systems** to deliver quality care environments for children's learning and development. Well developed, procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a learning community.

An ongoing cycle of review and improvement, including engagement with families, creates a platform for best practice and excellence.

## 7.1 Nominated Supervisor

### Policy Statement

The Southport State School P&C Association acknowledges its obligation to appoint at least one suitable person as the Nominated Supervisor at Southport State School OSHC. The appointment of Southport State School OSHC's Nominated Supervisor will review all relevant elements of suitability and qualification. The Nominated Supervisor will be delegated with the responsibility for managing the day-to-day operations and compliance of Southport State School OSHC. Where the Nominated Supervisor is absent from Southport State School OSHC, another suitably qualified and competent educator will act as the Responsible Person in charge.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure Southport State School OSHC operates with a suitable Nominated Supervisor appointed.</li><li>• Maintain records of the appointment and suitability assessment of each Nominated Supervisor.</li><li>• Provide notification to the Regulatory Authority where a change in Nominated Supervisor has occurred.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Agree to their appointment in writing</li></ul>

### Procedures

#### Responsibilities and Function

The Nominated Supervisor is responsible for overseeing the overall operations and management of Southport State School OSHC. They are to supervise the day-to-day events of Southport State School OSHC and coordinate relevant management activities.

#### Appointment of the Nominated Supervisor

In determining a person's suitability to hold the role of Nominated Supervisor, the Southport State School P&C Association will ensure that the person/s:

- Be 18 years or over,
- Adequate knowledge and understanding of the provision of education and care to children,
- Ability to effectively supervise and manage an education and care service,
- Compliance history with the National law and other relevant laws; and
- Prohibition history.

Each person offered the role of Nominated Supervisor/s will be deemed suitable by the Southport State School P&C Association. The following documents will be completed and retained as evidence for suitability and consent of the appointment:

- [Nominated Supervisor Determination Checklist](#)
- [Nominated Supervisor Compliance History Statement](#)
- [Nominated Supervisor Prohibition Notice Declaration](#)
- [Nominated Supervisor Consent Form](#)

If uncertainty or concern arises about a candidate's compliance history the Southport State School P&C Association will contact the Regulatory Authority and enquire if the person is subject to a prohibition notice in any state or territory.

## Suitability Review

Where the Southport State School P&C Association has concerns impacting the Nominated Supervisor's ability to meet the requirements of their role, a reassessment will be made of the person's suitability to hold the position of Nominated Supervisor of Southport State School OSHC. The re-assessment will review previous determinations and other relevant information and evidence of suitability. The Nominated Supervisor Determination Checklist (10.6.1) will be used to review and evidence any suitability reviews.

## Notification to the Regulatory Authority

- When changes occur to Nominated Supervisor appointments at Southport State School OSHC the Regulatory Authority will be notified through the NQA IT System (see [7.7 Managing Notifications](#)).
- Written consent (10.6.4) will be attached and submitted to the Regulatory Authority via the NQA IT System.

## Records

All relevant information relating to the appointment of the Nominated Supervisor will be retained by the Southport State School P&C Association (see [7.6 Privacy and Confidentiality of Records](#)) including employee details and consent for appointment (*Regulation 145 & 146*).

# Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

## National Quality Framework

- **Education and Care Services National Law:**
  - s.161 Offence to operate education and care service without nominated supervisor
  - s.161A Offence for nominated supervisor not to meet prescribed minimum requirements
  - s.162A Persons in day-to-day charge and nominated supervisors to have child protection training
  - s.174 Offence to fail to notify certain information to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.24 Application for service approval – centre-based service
  - R.35 Notice of addition of new nominated supervisor
  - R.145 Staff Record
  - R.146 Nominated supervisor
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- National Quality Standard:
  - QA4 – Staffing arrangements
  - QA7 – Governance and leadership

## Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000

# Related Policies and Procedures

- [1.1 Educational Program Development and Implementation](#)
- [1.3 Sharing the Program and Children's Progress with Families](#)
- [1.4 Excursions](#)
- [1.5 Sleep and Rest](#)
- [1.6 Food and Nutrition](#)
- [1.7 Technology and Screen-Time](#)
- [2.1 Providing a Child Safe Environment](#)
- [2.2 Supervision and Educator Ratios](#)
- [2.3 Safe Arrivals and Departures of Children](#)
- [2.4 Incident, Illness, Injury or Trauma](#)
- [2.5 Administration of First Aid](#)
- [2.6 Water Safety](#)

[2.7 Infectious Diseases](#)  
[2.8 Hygiene, Health and Wellbeing Practices](#)  
[2.9 Medical Conditions in Children](#)  
[2.10 Medication Administration](#)  
[2.11 Sun Safety](#)  
[2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)  
[2.13 Emergency Evacuation, Lockdown and Drills](#)  
[2.14 Child Protection and Mandatory Reporting](#)  
[3.3 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)  
[3.4 Children's Toileting](#)  
[3.5 Emergency and Safety Equipment](#)  
[4.1 Recruitment and Employment of Educators](#)  
[4.2 Employee Remuneration and Entitlements](#)  
[4.3 Working with Children Check \(Blue Card\) Management](#)  
[4.4 Volunteers and Students](#)  
[4.5 Code of Conduct](#)  
[4.6 Employee Performance Review and Support](#)  
[4.7 Employee Qualifications – Monitoring Progress](#)  
[4.8 Fit for Work](#)  
[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)  
[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)  
[4.11 Educator Personal Presentation](#)  
[5.1 Interactions and Relationships with Children](#)  
[5.2 Positive Behaviour Support Practices](#)  
[5.3 Supporting Complex Behaviours](#)  
[5.4 Supporting Additional Needs with Inclusive Practices](#)  
[5.5 Promoting Protective Behaviours](#)  
[6.1 Access for Families](#)  
[6.2 Enrolment and Orientation](#)  
[6.3 Bookings and Cancellations](#)  
[6.4 Acceptance and Refusals of Authorisation](#)  
[6.5 Interactions and Communication with Families](#)  
[6.7 Feedback and Complaints Handling](#)  
[6.8 Visitors](#)  
[6.9 Childhood Immunisation](#)  
[6.10 Children's Property and Belongings](#)  
[7.2 Determining the Responsible Person](#)  
[7.3 Educational Leader](#)  
[7.4 Leading Compliance and Quality Assurance](#)  
[7.6 Privacy and Confidentiality of Records](#)  
[7.7 Managing Notifications](#)  
[7.8 Policy Development, Review and Implementation](#)  
[7.9 Budgeting, Procurement and Financial Planning](#)  
[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)  
[7.13 Workplace Health and Safety](#)  
[7.14 Service Closure](#)  
[7.15 Social media and ITC Usage](#)  
[7.17 Self-Assessment and Quality Improvement](#)

## Appendices and Forms

[Nominated Supervisor Determination Checklist](#)  
[Nominated Supervisor Compliance History Statement](#)  
[Nominated Supervisor Prohibition Notice Declaration](#)  
[Nominated Supervisor Consent Form](#)



Policy 7.1 Nominated Supervisor				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.1-2024/1 - Combined previous policies 8.8 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.2 Determining the Responsible Person

### Policy Statement

The purpose of this policy is to ensure the appointment of any Responsible Person at Southport State School OSHC is suitable and able to fulfil the requirement of the role.

The day-to-day management and supervision of Southport State School OSHC is a critical aspect of the management and compliance of Southport State School OSHC. It is a function that impacts the standard of safety, and the quality of education and care for children and families.

The Responsible Person is tasked with managing the operations of Southport State School OSHC for a particular session of care, ensuring that Southport State School OSHC adheres to regulatory and policy obligations. They are also the primary point of communication and decision-making during operational hours. The assessment and appointment of an educator to a Responsible Person role is critical. The person should demonstrate the necessary knowledge, experience and management capability (compliance, leadership, professional judgement and communication skills) to oversee and direct work.

Records created to evidence the suitability of an educator to be the Responsible Person will be retained by Southport State School OSHC.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure the suitability and capacity of persons identified to fulfil this duty.</li><li>• Ensure relevant documentation is completed and stored.</li><li>• Monitor and respond to issues relating to conduct, suitability or underperformance.</li></ul>
Responsible Person in Charge	<ul style="list-style-type: none"><li>• Lead and support the team of educators to provide quality education and care.</li><li>• Report to the Southport State School P&amp;C Association as required.</li><li>• Develop a sound working relationship with the Nominated Supervisor debriefing relevant information for further management and support.</li><li>• Demonstrate ability to understand and apply Southport State School OSHC's policies and procedures.</li><li>• Report to critical events with diligence and timeliness.</li><li>• Notify any circumstances that might impact on their suitability or capacity to the Southport State School P&amp;C Association.</li></ul>

### Key Tasks and Responsibilities

Delegating responsibility	Both the Southport State School P&C Association and Nominated Supervisor can assess and appoint a suitable educator to the role of Responsible Person. The assessment of the educator's suitability must be documented, with their written (and informed) consent obtained.
Training and instruction	The Nominated Supervisor is responsible for making relevant training and instruction available for a Responsible Person to understand their role and duties.
Maintaining records	The Nominated Supervisor will maintain the records associated with the appointment and times an educator acts in this role.

### Procedures

## Appointing a Responsible Person

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Where the Nominated Supervisor (or an executive member of the Southport State School P&C Association) is not present during a session of care, a Responsible Person must be appointed to be in day-to-day charge of Southport State School OSHC.

The suitability of relevant educator to act in the Responsible Person role will occur from time to time. With the Nominated Supervisor (or an executive member of the Southport State School P&C Association) to undertake a review and offer to act in this capacity. The written (and informed) consent of the educator must be obtained before any allocation.

### Assessing Suitability

In determining the Responsible Person, the Southport State School P&C Association and/or Nominated Supervisor must determine if that person is suitable. This means considering the capacity of this person to ensure children's safety and wellbeing, having regard to their qualifications, skills, knowledge, work experience and age. This includes the person's:

- understanding of the *Education and Care Services National Law and Regulations*,
- understanding of other relevant laws and provisions such as Child Protection, Confidentiality, Grievance Management, Work Health, Food Handling, etc.,
- understanding of Southport State School OSHC's policies and the responsibilities of the Responsible Person to carry out key procedures,
- capacity to implement emergency and evacuation procedures,
- ability to attend to parent inquiries and/or concerns (either directly or by referral),
- capacity to supervise, manage and lead other educators,
- ability to respond to incidents and critical events,
- ability to effectively make written records of incidents.

## Training and Instruction

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The Nominated Supervisor will be informed by the suitability assessment in creating a relevant training plan for an educator appointed to a Responsible Person duty. They will ensure relevant instructions are available and accessible.

## Record Keeping

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Using a standardised template, Southport State School OSHC will maintain a record of the educator's suitability and consent to be the Responsible Person. Likewise, Southport State School OSHC will maintain a record of the roster to evidence who the Responsible Person was for each session of care.

## Notice of the Responsible Person

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In accordance with regulatory requirements, a sign stating the name and position of the Responsible Person will be displayed at all times children are being educated and cared for. Where Southport State School OSHC has multiple delegated Responsible Persons, this signage will indicate the delegated Responsible person for the current session of care, or part thereof.

This signage will be displayed in the OSHC office in a location accessible and visible to parents.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.162 Offence to operate education and care service unless responsible person is present
  - s.162A Persons in day-to-day charge and nominated supervisors to have child protection training
- **Education and Care Services National Regulations:**
  - R.117A Placing a person in day-to-day charge
  - R.117B Minimum requirements for a person in day-to-day charge

- R.145 Staff record
- R.147 Staff members
- R.151 Record of educators working directly with children
- R.150 Responsible person
- R.173 Prescribed information to be displayed
- **National Quality Standard:**
  - QA2 – Children’s health and safety
  - QA7 – Governance and leadership.

## Related Policies and Procedures

- [1.1 Educational Program Development and Implementation](#)
- [1.2 Documenting Children’s Learning](#)
- [1.3 Sharing the Program and Children’s Progress with Families](#)
- [2.1 Providing a Child Safe Environment](#)
- [2.2 Supervision and Educator Ratios](#)
- [2.3 Safe Arrivals and Departures of Children](#)
- [2.4 Incident, Illness, Injury or Trauma](#)
- [2.5 Administration of First Aid](#)
- [2.6 Water Safety](#)
- [2.7 Infectious Diseases](#)
- [2.8 Hygiene, Health and Wellbeing Practices](#)
- [2.9 Medical Conditions in Children](#)
- [2.10 Medication Administration](#)
- [2.11 Sun Safety](#)
- [2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)
- [2.13 Emergency Evacuation, Lockdown and Drills](#)
- [2.14 Child Protection and Mandatory Reporting](#)
- [3.3 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [3.4 Children’s Toileting](#)
- [3.5 Emergency and Safety Equipment](#)
- [4.4 Volunteers and Students](#)
- [4.5 Code of Conduct](#)
- [5.1 Interactions and Relationships with Children](#)
- [5.2 Positive Behaviour Support Practices](#)
- [6.7 Feedback and Complaints Handling](#)
- [7.4 Leading Compliance and Quality Assurance](#)
- [7.6 Privacy and Confidentiality of Records](#)
- [7.7 Managing Notifications](#)
- [7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)
- [7.13 Workplace Health and Safety](#)
- [7.14 Service Closure](#)

## Appendices and Forms

### [Responsible Persons Determination Checklist and Consent](#)

Policy 7.2 Determining the Responsible Person				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.1-2024/1 - Combined previous policies 8.9 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.3 Educational Leader

### Policy Statement

Southport State School OSHC acknowledges the need to establish a suitably qualified and experienced educator or service leader to be responsible for the development and implementation of the program. This role should enhance the practices of educators and be focused on building a collaborative approach to incorporate the ideas and suggestions of a wide range of stakeholders to inform the development of the program.

Southport State School OSHC recognises the requirement to maintain records of the designated Educational Leader.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure the suitability of the Educational Leader has been documented and the Educational Leader's appointment has been agreed to in writing.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Support the Educational Leader to develop and implement Southport State School OSHC's program.</li><li>• Maintain the records for the designation of the Educational Leader.</li></ul>
Educational Leader	<ul style="list-style-type: none"><li>• Agree to their appointment in writing.</li><li>• Undertake their role collaboratively and with professionalism.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Support the development and implementation of Southport State School OSHC's program through completing their duties in the programming cycle - adding to Southport State School OSHC's documentation and critical reflection to their capacity.</li></ul>

### Procedures

#### Educational Leader Appointment

The appointment to the Educational Leader position will be based on identifying a suitably qualified and experienced educator (or another suitable individual) to fulfil the role for Southport State School OSHC. The Nominated Supervisor will coordinate with the Southport State School P&C Association to identify and assess a suitable candidate. The Nominated Supervisor (or other appointed persons) will document their assessment of the person's suitability. This will be retained in the appropriate records, including their employee file.

The Southport State School P&C Association will ensure the designated Educational Leader has confirmed their role in writing. The written evidence will be maintained by Southport State School OSHC records, including in the employee file (see policy [7.6 Privacy and Confidentiality of Records](#)).

#### Programming Cycle Responsibilities

The Educational Leader will be responsible for:

1. Leading the development of Southport State School OSHC's program, using the My Time, Our Place: Framework for School Age Care in Australia to inform and guide children's learning and development, and ensure that clear goals and expectations have been established,
2. Ensure that curriculum decision making is informed by the context, setting and cultural diversity of the families and the community,
3. Ensure that the foundation for the program is based on the children's current knowledge, ideas, culture and interests,
4. Ensure that each child's learning and development is assessed as part of an ongoing cycle of planning, documenting and evaluating,
5. Ensure that critical reflection and evaluation of children's learning and development is used for planning and to improve the effectiveness of the program,

6. Mentor educators in the implementation of the program, providing professional support to assist with further skills and knowledge and provide opportunities for ongoing reflection and feedback on current practices.
7. Ensure that families have opportunities and support to be involved in the program and activities as well as contributing to the review of Southport State School OSHC policies and decisions.

The Southport State School P&C Association and Nominated Supervisor will ensure rostering and resources are adequate for the Educational Leader to fulfil their responsibilities.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.118 Educational Leader
  - R.148 Educational Leader
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.173 Prescribed information to be displayed - education and care service other than a family day care service
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000

## Related Policies and Procedures

- [1.1 Educational Program Development and Implementation](#)
- [1.2 Documenting Children's Learning](#)
- [1.3 Sharing the Program and Children's Progress with Families](#)
- [1.4 Excursions](#)
- [1.5 Sleep and Rest](#)
- [1.6 Food and Nutrition](#)
- [1.7 Technology and Screen-Time](#)
- [6.5 Interactions and Communication with Families](#)
- [6.6 Community Communication and Participation](#)

Policy 7.3 Educational Leader				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.1-2024/1 - Combined previous policies 8.9 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.4 Leading Compliance and Quality Assurance

### Policy Statement

The Southport State School P&C Association is committed to ensure every aspect of Southport State School OSHC's operations is compliant with all relevant legal obligations through the various roles as a business, employer and Education and Care Service.

The Southport State School P&C Association will be assisted by Southport State School OSHC's management to develop sound procedures and systems to meet the outcomes and expectations required. The Southport State School P&C Association is committed to ongoing quality improvement and will routinely review as assess the efficacy of implemented action to achieve compliance. All employees will be supported and encouraged to communicate issues or concern of legal compliance to their manager or the Southport State School P&C Association for the assessment, review and (potentially) the development of practices or procedures.

Any and all instances on non-compliance with legal obligations will be treated seriously. Review and evaluation to address issues will be a priority of the Southport State School P&C Association and its management team.

As an education and care service, we are committed to provide quality and legislative compliant education and care for our community. In doing so we recognise our obligation to meet statutory requirements outlined in the National Quality Standard and the requirements for Approved Providers and Nominated Supervisors under the *Education and Care Services National Law Act and Regulations*. The management and governance of Southport State School OSHC have been designed and developed in such a way as to best fulfil our responsibilities to educate and care for children. Southport State School OSHC expects all personnel (staff and the Southport State School P&C Association) and to carry out the agreed policies and procedures of Southport State School OSHC when discharging their duties.

The [Service Philosophy](#) reflects the commitment to quality education and care consistent with the National Quality Framework. The Philosophy reflects the values promoted by the Southport State School P&C Association and the Nominated Supervisor and underpins all elements of Southport State School OSHC's operations.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Lead a culture of quality service delivery and sound business practices.</li><li>• Active in monitoring and supervising service outcomes and practices to ensure Southport State School OSHC is meeting obligations and expectations.</li><li>• Respond diligently to any concern or non-compliant issues, including relevant reporting.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Support the supervision and monitoring of practices and the implementation of procedures.</li><li>• Immediately notify the Southport State School P&amp;C Association of concern or instances of non-compliance.</li><li>• Provide insight to opportunities for practice and policy development to support the outcomes and compliance of Southport State School OSHC.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure practices and conduct reflect Southport State School OSHC policies, procedures and management instructions at all times.</li><li>• Participate in quality improvement practices and reviews by contributing ideas and perspectives on opportunities for more robust systems and procedures to meet obligations and responsibilities.</li></ul>



## Procedures

### Awareness of Obligations

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The Southport State School P&C Association is committed to having a sound understanding of its legal obligations and will maintain an ongoing and contemporary understanding of the responsibilities of themselves and their employees.

The Southport State School P&C Association will collaboratively develop and implement policies and procedures to assist in meeting the organisation's legal obligation. These documents will aim to reflect and articulate the responsibilities of all employees, managers and volunteers of the organisation.

#### **Role and Composition of Sub Committee and/or Parent Advisory Group**

The Southport State School P&C Association is required to set out clearly defined guidelines for any sub committees or parent advisory groups established to support the effective operations of Southport State School OSHC. Whilst there are no obligations to operate with a sub-committee or parent advisory group, these procedures recognise the benefits that sub committees and parent advisory groups have to offer as active participants in decision making and policy review as appropriate.

The Sub Committee/parent advisory group has a written role statement and must abide by policy [4.6 Code of Conduct](#) which forms part of the participation requirement for involvement in these groups.

The guidelines for any sub-committee and/or group will clearly state:

- The purpose of the sub-committee and/or group (objectives for establishment),
- The expectations of participation (including confidentiality and conduct),
- The extent of authority or decision making (delegations),
- The duration of the sub-committee and/or group including when the purpose of the group will be reviewed/evaluated to ascertain whether the objectives for establishment are being achieved,
- The reporting obligations to the Southport State School P&C Association (including minutes and meeting reports),
- Any other matters deemed relevant to ensuring the group operates effectively,

Southport State School OSHC regularly publicises details of the role, operation and composition of the Sub Committee or parent advisory group and the right of parents and community members to nominate for appointment..

#### **Commitment to Quality Systems and Practices**

All developed and implemented procedures and practices should reflect the high-quality expected by the Southport State School P&C Association.

The Southport State School P&C Association, Nominated Supervisor and all other relevant stakeholders will be supported to collaborate on sound procedures and practices to uphold a commitment to compliant and high-quality practices.

#### **Responding to Non-Compliance**

Any instances of non-compliance will be addressed with timeliness, ethical integrity and diligence.

In the event of a non-compliant or reportable incident, the Southport State School P&C Association will provide all relevant notifications to specific authorities, as it applies.

In responding to compliance incidents and concerns the Southport State School P&C Association will take a sound approach to review evidence and resources to address any applicable procedures, practices and expectations.

### Establishing Compliance

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- Southport State School OSHC will have policies and procedures that have been developed to be consistent with the requirement of the provision of the National Quality Framework,

- Southport State School OSHC will regularly review and update written policies for the conduct of Southport State School OSHC to reflect best practice and legislative requirements,
- Southport State School OSHC has developed and managed the implementation of policies required by the *Education and Care Services National Regulation 168* and items outlined in the *National Quality Standard*,
- Southport State School OSHC's management systems ensure these policies are followed.

### **Day-to-Day Compliance**

- The Southport State School P&C Association will appoint a suitable and qualified Nominated Supervisor for the day-to-day management of Southport State School OSHC's operations (see policy [7.1 Nominated Supervisor](#))
- The Nominated Supervisor to be responsible for day to day compliance of the NQF through:
  - Monitoring establishing systems and processes to ensure compliance with the NQF,
  - Providing ongoing training to all Southport State School OSHC employees on compliance with the NQF,
  - Monitor, record, and acting on non-compliance by Southport State School OSHC or its employees,
  - The Nominated Supervisor is to report on all NQF compliance matters to the Southport State School P&C Association; and
  - Maintain up-to-date knowledge of the *Education and Care Services National Law, Regulations* and the National Quality Standard which may affect or require an update to any of the policies and procedures of Southport State School OSHC.

### **Consultation and Collaboration**

The Nominated Supervisor and Southport State School P&C Association will ensure that all educators within Southport State School OSHC:

- Are consulted as appropriate in the development and modification of all relevant policies and procedures,
- Are provided with an up-to-date Educator Handbook containing relevant information to support and guide their understanding of Southport State School OSHC's policies and procedures; and
- Are provided with suitable instruction to their obligations in ensuring compliance with Education and Care Legislation on employment (see policy [4.1 Recruitment and Employment of Educators](#))

### **Professional Support and Supervision**

The Nominated Supervisor in conjunction with the Southport State School P&C Association is responsible for regular supervision and support of educators (see policy [4.5 Employee Performance Review and Support](#)).

### **Access to Legislation**

A copy of the *Education and Care Services National Law* and *National Regulations* will be made accessible at Southport State School OSHC's premises at all times for use by the Southport State School P&C Association, Nominated Supervisor, staff members, volunteers and parents of children at Southport State School OSHC.

### **Compliance monitoring strategies will be implemented, including:**

- Developing compliance management tools for use within Southport State School OSHC on a regular basis (i.e. checklists and standards),
- Where there are expectations and responsibilities for legislative compliance, the Southport State School P&C Association will ensure policy or instruction is provided to ensure employees and volunteers to meet Southport State School OSHC's obligation,
- The Southport State School P&C Association will ensure relevant training and instruction to all employees and volunteers is provided to outline appropriate expectations of conduct and statutory responsibilities.
- Monitor the implementation and compliance of the organisation's policies and compliance systems,
- Review and update compliance checklists on a regular basis or as new information regarding changes to the implementation of regulations, legislation or standards becomes available,
- Seeking reputable organisations to conduct external audits and to provide reports regarding compliance issues to Southport State School OSHC on a regular basis; and

- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.

Information will be made accessible to families, volunteers and employees regarding Southport State School OSHC policies and procedures in relevant handbooks as well as having access to a full copy of Southport State School OSHC policies and procedures at Southport State School OSHC.

Update, changes and other relevant information will be communicated to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

## Remedying Compliance Concerns

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Southport State School OSHC will take immediate action to remedy any non-compliance and policy/procedure breaches identified through:

- Internal compliance monitoring activities
- External compliance monitoring activities such as:
  - Spot checks undertaken by the Regulatory Authority
  - External audits

Southport State School OSHC takes the obligation for operational compliance very seriously. Relevant management action will be taken to address any identified concerns. Where required additional external support will be sourced. Alternatively relevant actions will be set out in the QIP, with reporting to be directed back to the Southport State School P&C Association in a timely manner.

### Compliance History Record

In accordance with Regulation 167, Southport State School OSHC will keep a record of its compliance history and make it accessible upon request. The history must include:

- Details of any amendment of the service approval made by the Regulatory Authority under section 55 of the Law,
- Details of any suspension of the service approval (other than voluntary suspension); and
- Details of any compliance direction or compliance notice issued to the Southport State School P&C Association in respect of Southport State School OSHC.

The information in Southport State School OSHC's compliance record must not include any information that identifies any person other than the Southport State School P&C Association.

### Policy and Procedure breaches

Any action undertaken by employees, volunteers and management that is inconsistent with Southport State School OSHC policy and procedure will be considered a breach.

The action taken to remedy breaches may include:

- Reviewing the policy and procedure and updating as required
- Retraining in the policy and procedure
- Undertaking performance management procedures
- Policy and procedure breaches resulting in non-compliance with the law will be reported in accordance with policy (See [7.7 Managing Notifications](#))

### Positive Notice Blue Card Compliance and Breach Action

- All employees (Paid or Exemption), volunteers (V) and executive members of management (Business Owners) must hold a current and valid Working with Children Check – Blue Card.
- Prospective paid employees will not be engaged to work at Southport State School OSHC until appropriate application for a blue card has been made. Required evidence of such application will be maintained at Southport State School OSHC.
- A blue card register will be maintained at Southport State School OSHC containing copies of blue cards of all employees, volunteers and executive members of management.
- Southport State School OSHC will use the Blue Card Organisational Portal to manage the status of personnel's blue cards.
- Any breaches to these obligations will be reported to the Southport State School P&C Association and immediate action taken to remedy the breach.

In addition to compliance with the *Education and Care Services National Law, 2010 and Regulations 2011*, Southport State School OSHC will actively work towards compliance with:

- Family Assistance Law (Child Care Subsidy),
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011,
- Child protection and workplace safety legislation,
- Employment Legislation, including:
  - Fair Work Act 2009
  - Workplace health and safety legislation and relevant codes of practice; and
  - Anti-discrimination legislation
- Any other law(s) that impacts or prescribes how the provision of OSHC should be conducted.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations**
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management

### **Additional Regulatory Context and Guidance**

- Working with Children (Risk Management and Screening) Act 2000
- A New Tax System (Family Assistance) Act 1999 (Cth)
- Anti-Discrimination Act 1991 (Qld)
- Building Fire Safety Regulation 2008 (Qld)
- Child Protection Act 1999 (Qld)
- Disability Discrimination Act 1992 (Cth)
- Electrical Safety Act 2002 (Qld)
- Fair Work Act 2009(Cth)
- Fire and Emergency Service Act 1990 (Qld)
- Food Act 2006 (Qld)
- Health (Drugs and Poisons) Regulation 1996 (Qld)
- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- Public Health (Medicinal Cannabis) Act 2016 (Qld)
- Public Health Act 2005 (Qld)
- Queensland Education (General Provisions) Act 2006 (Qld)
- Racial Discrimination Act 1975 (Cth);
- Sex Discrimination Act 1984 (Cth)
- Transport Operations (Road Use Management) Act 1995 (Qld)
- Work Health Safety Act and Regulations 2011 (Qld)

## Related Policies and Procedures

### [1.1 Educational Program Development and Implementation](#)

[1.4 Excursions](#)  
[1.5 Sleep and Rest](#)  
[1.6 Food and Nutrition](#)  
[2.1 Providing a Child Safe Environment](#)  
[2.2 Supervision and Educator Ratios](#)  
[2.3 Safe Arrivals and Departures of Children](#)  
[2.4 Incident, Illness, Injury or Trauma](#)  
[2.5 Administration of First Aid](#)  
[2.6 Water Safety](#)  
[2.7 Infectious Diseases](#)  
[2.8 Hygiene, Health and Wellbeing Practices](#)  
[2.9 Medical Conditions in Children](#)  
[2.10 Medication Administration](#)  
[2.11 Sun Safety](#)  
[2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)  
[2.13 Emergency Evacuation, Lockdown and Drills](#)  
[2.14 Child protection and Mandatory Reporting](#)  
[2.17 Managing Concerns of Harmful Sexual Behaviours](#)  
[3.3 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)  
[3.4 Children's Toileting](#)  
[3.5 Emergency and Safety Equipment](#)  
[4.1 Recruitment and Employment of Educators](#)  
[4.3 Working with Children Check \(Blue Card\) Management](#)  
[4.4 Volunteers and Students](#)  
[4.5 Code of Conduct](#)  
[4.6 Employee Performance Review and Support](#)  
[4.7 Employee Qualifications – Monitoring Progress](#)  
[4.8 Fit for Work](#)  
[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)  
[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)  
[5.1 Interactions and Relationships with Children](#)  
[5.2 Positive Behaviour Support Practices](#)  
[6.1 Access for Families](#)  
[6.2 Enrolment and Orientation](#)  
[6.3 Bookings and Cancellations](#)  
[6.4 Acceptance and Refusals of Authorisation](#)  
[6.5 Interactions and Communication with Families](#)  
[6.7 Feedback and Complaints Handling](#)  
[6.8 Visitors](#)  
[7.1 Nominated Supervisor](#)  
[7.2 Determining the Responsible Person](#)  
[7.3 Educational Leader](#)  
[7.4 Leading Compliance and Quality Assurance](#)  
[7.5 Governance and Management](#)  
[7.6 Privacy and Confidentiality of Records](#)  
[7.7 Managing Notifications](#)  
[7.8 Policy Development, Review and Implementation](#)  
[7.9 Budgeting, Procurement and Financial Planning](#)  
[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)  
[7.13 Workplace Health and Safety](#)  
[7.14 Service Closure](#)  
[7.17 Self-Assessment and Quality Improvement](#)

Policy 7.4 Leading Compliance and Quality Assurance				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review

7.4-2024/1 - Combined previous policies 10.1 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024
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## 7.5 Governance and Management

### Policy Statement

The Southport State School P&C Association is responsible to ensure that appropriate governance arrangements are in place to guide decision making ensuring effective oversight for those with management and control of Southport State School OSHC.

### Persons with Management and Control

Guided by regulatory requirements, any persons appointed to relevant leadership and governance responsibilities must be able to demonstrate they are fit and proper people, including—

- Holding relevant working with children checks.
- Evidence of management capability.
- Ability to obtain relevant background/probity checks (National Police Check etc).

Persons with management and control will be guided by the organisation's constitution and relevant legislation when discharging responsibilities.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure relevant suitability and management capability checks are undertake and reported.</li><li>• Provide quality management practices to support and guide Southport State School OSHC's employees and leadership.</li><li>• Ensure quality and risk management practices are sound to uphold the principles of protecting children from harm and risk to safety.</li><li>• Fulfil reporting and notifying obligations.</li></ul>
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### Key Tasks and Responsibilities

Governance Decisions	<p>The executive committee of the Southport State School P&amp;C Association will discharge the responsibilities of the Association in relevant management decision-making.</p> <p>In the case of an individual or incorporated association governance structure this will be worded differently to reflect the governing rules of the association for persons with management and control.</p>
Day-to-day leadership	<p>The Nominated Supervisor, or in their absence, the Responsible Person, will be responsible for managing and controlling the day-to-day functions of Southport State School OSHC and report relevant information to the Southport State School P&amp;C Association. However, it should be noted that the day-to-day leadership functions of the Responsible Person do not assume to full level of responsibilities and duties held by the Nominated Supervisor as would be articulated in the position description defining that role.</p>

### Procedures

#### Governance

##### Fit and Proper Persons

When electing individuals for responsibilities of management and control of the Southport State School P&C Association, the members of the association will consider the fitness and propriety of nominated individuals, as they will need to demonstrate these characteristics to the Regulatory Authority to hold Provider Approval.

Management capability includes (but is not limited to) the individuals' qualifications, knowledge, skills and experience in the areas of:



- Governance.
- Employment.
- Quality assurance and compliance.
- Risk management.

### Decision-Making

The Southport State School P&C Association will ensure decision making is consistent with the organisation's governance framework and the organisation's constitution which sets out broader principles of how the organisation is managed and controlled.

The individuals with management and control of the Southport State School P&C Association will ensure that decision making is informed by and consistent with the requirements articulated in the relevant laws and provisions, including (but not limited to):

- The P&C's Constitution.
- P&C Accounting Manual.
- Education and Care Services National Law and Regulations.
- Family Assistance Law.

### Sustainable Operations and Handover

Relevant documentation and plans are created to set out and describe key systems of work to support both the efficient operations of Southport State School OSHC and effective handover of people with management and control. These plans and structures ensure that there is minimised impact when there are changes in the executive committee.

## Day-to-Day Management and Leadership

### Structure

Southport State School OSHC has structured its staffing arrangements to ensure an organised, systematic, and effective approach to daily management. While the Nominated Supervisor is the person principally responsible for the day-to-day management and organisation of Southport State School OSHC, they are supported by a leadership team, including Responsible Persons to supervise and coordinate relevant sessions of care.

### Responsibilities

Broadly the Nominated Supervisor is responsible for—

<b>Staffing and Supervision</b>	<ul style="list-style-type: none"> <li>• Develop and implement rosters to always ensure appropriate staff-to-child ratios and adequate supervision.</li> <li>• Conduct daily staff briefings to communicate the day's agenda, any special requirements, and to address queries or concerns.</li> <li>• Encourage and facilitate ongoing professional development for staff to enhance their skills and knowledge.</li> <li>• Review and update staff training needs, ensuring adherence to current best practices.</li> </ul>
<b>Maintaining a Safe Environment</b>	<ul style="list-style-type: none"> <li>• Ensure daily safety checks of indoor and outdoor areas are carried out, ensuring spaces are safe and prepared for children.</li> <li>• Ensure cleanliness and hygiene through a consistent cleaning schedule.</li> <li>• Ensure all staff are trained and proficient in executing emergency procedures and other key procedures.</li> </ul>
<b>Child Arrival and Departure</b>	<ul style="list-style-type: none"> <li>• Ensure procedures are followed for children's arrivals and departures, keeping accurate attendance records.</li> <li>• Verify authorisation and identity of individuals collecting children.</li> </ul>
<b>Communication and Collaboration</b>	<ul style="list-style-type: none"> <li>• Establish clear and consistent communication channels with families, keeping them informed about their child's participation, behaviour and any relevant service updates.</li> <li>• Engage with staff, acknowledging their input, and providing support as needed.</li> </ul>

<b>Administration</b>	<ul style="list-style-type: none"> <li>Oversee administrative tasks including enrolment management, record-keeping, and regulatory documentation.</li> <li>Manage financial operations including fee collection, budgeting, and resource allocation.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Regularly assess and evaluate the service's practices and programs, identifying areas for improvement.</li> <li>Implement strategies for continuous improvement, incorporating feedback from staff and families.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Notify the Southport State School P&amp;C Association of relevant information and circumstances.</li> <li>Where needed, report relevant information to the Regulatory Authority on behalf the service.</li> </ul>

### Accountability

The Southport State School P&C Association will monitor the Nominated Supervisor's performance in managing Southport State School OSHC's function. Should there be concerns regarding the operations and leadership of Southport State School OSHC, the Southport State School P&C Association will take relevant action to address these.

The Southport State School P&C Association will ensure sound financial management is maintained to avoid risks associated with insolvency. The Southport State School P&C Association is committed to upholding ethical business practices and will cooperate with funding bodies to ensure compliance is maintained.

### Professional Support

The Southport State School P&C Association will seek relevant opportunities to be supported in the management role, including maintaining membership with peak body and employer organisations.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.161 Offence to operate education and care service without nominated supervisor
  - s.161A Offence for nominated supervisor not to meet prescribed minimum requirements
  - s.174 Offence to fail to notify certain information to Regulatory Authority
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- National Quality Standard:
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- Education (General Provisions) Act 2006 (Qld)
- A New Tax System (Family Assistance) Act 1999 (Cth)
- P&C Constitution
- National Principles for Child Safe Organisations

## Related Policies and Procedures

[1.1 Educational Program Development and Implementation](#)

[1.4 Excursions](#)

[1.5 Sleep and Rest](#)

[1.6 Food and Nutrition](#)

[2.1 Providing a Child Safe Environment](#)

[2.2 Supervision and Educator Ratios](#)

[2.3 Safe Arrivals and Departures of Children](#)  
[2.4 Incident, Illness, Injury or Trauma](#)  
[2.5 Administration of First Aid](#)  
[2.6 Water Safety](#)  
[2.7 Infectious Diseases](#)  
[2.8 Hygiene, Health and Wellbeing Practices](#)  
[2.9 Medical Conditions in Children](#)  
[2.10 Medication Administration](#)  
[2.11 Sun Safety](#)  
[2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)  
[2.13 Emergency Evacuation, Lockdown and Drills](#)  
[2.14 Child Protection and Mandatory Reporting](#)  
[3.3 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)  
[3.4 Children's Toileting](#)  
[3.5 Emergency and Safety Equipment](#)  
[4.1 Recruitment and Employment of Educators](#)  
[4.3 Working with Children Check \(Blue Card\) Management](#)  
[4.4 Volunteers and Students](#)  
[4.5 Code of Conduct](#)  
[4.6 Employee Performance Review and Support](#)  
[4.7 Employee Qualifications – Monitoring Progress](#)  
[4.8 Fit for Work](#)  
[4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#)  
[4.10 Workplace Bullying, Discrimination and Sexual Harassment](#)  
[5.1 Interactions and Relationships with Children](#)  
[5.2 Positive Behaviour Support Practices](#)  
[6.1 Access for Families](#)  
[6.2 Enrolment and Orientation](#)  
[6.3 Bookings and Cancellations](#)  
[6.4 Acceptance and Refusals of Authorisation](#)  
[6.5 Interactions and Communication with Families](#)  
[6.7 Feedback and Complaints Handling](#)  
[6.8 Visitors](#)  
[7.1 Nominated Supervisor](#)  
[7.2 Determining the Responsible Person](#)  
[7.3 Educational Leader](#)  
[7.4 Leading Compliance and Quality Assurance](#)  
[7.6 Privacy and Confidentiality of Records](#)  
[7.7 Managing Notifications](#)  
[7.8 Policy Development, Review and Implementation](#)  
[7.9 Budgeting, Procurement and Financial Planning](#)  
[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)  
[7.13 Workplace Health and Safety](#)  
[7.14 Service Closure](#)  
[7.17 Self-Assessment and Quality Improvement](#)

Policy 7.5 Governance and Management				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.5-2024/1 - Combined previous policies 10.14 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.6 Privacy and Confidentiality of Records

### Policy Statement

In providing education and care, Southport State School OSHC collects, uses and stores personal and sensitive information relating to families, children, staff and others. Southport State School OSHC respects the privacy of all individuals and only obtains information which it needs to protect and care for children and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Southport State School OSHC respects and supports the principles of privacy and confidentiality and complies with the Australian Privacy Principles in relation to information gathered and stored by Southport State School OSHC. The Southport State School P&C Association recognises their duty to ensure information collected by Southport State School OSHC is not shared beyond the legislated provision, including:

- to the extent necessary for the medical treatment of a child,
- with the parent of the child,
- with the Regulatory Authority or an authorised officer,
- where authorised or permitted by law; or
- with written consent with the person providing the information.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure staff are instructed on their role and responsibility in maintaining confidential and private information.</li><li>• Ensure there are suitable facilities and practices maintained by Southport State School OSHC to uphold the commitment of privacy and confidentiality.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Ensure documentation is kept in a manner that upholds the privacy and confidentiality of children and families.</li><li>• Maintain record to assist in the delivery of quality care and education.</li><li>• Support the Southport State School P&amp;C Association's obligation to maintain compliance with regulations.</li></ul>

### Key Tasks and Responsibilities

Maintaining records and ensuring security	The Nominated Supervisor will act on behalf of the Southport State School P&C Association in maintaining the records and systems that retain information on behalf of Southport State School OSHC. The Southport State School P&C Association is responsible for ensuring adequate controls are established and discharging responsibilities for maintaining security of these systems.
Archiving and Document Retention	The Nominated Supervisor will act on behalf of the Southport State School P&C Association managing the retention schedule and collating documents for archiving.
Maintaining privacy and confidentiality	All staff are responsible for ensuring information they have privilege to access is maintained and handled appropriately. The Southport State School P&C Association is responsible for establishing relevant guidelines for the management of information to ensure privacy and security.

### Procedures

Southport State School OSHC aims to manage personal and sensitive information in an open and transparent way, with clear guidelines relating to how it is collected, stored and shared.

Southport State School OSHC will only collect and record information it needs in order to deliver its service, including the responsibilities to protect and care for children, families and educators. Types of information we collect includes (but not limited to):

- Personal information for children and families including Centrelink Customer Reference Numbers, names, addresses and contact details for family members and authorised nominees, and children's medical details; and
- Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment.

Southport State School OSHC is required to maintain the following records and information (see table below):

Record Type		Details	Storage Medium
<b>Child &amp; Family Records</b>	Enrolment Records	<ul style="list-style-type: none"> <li>• Personal information for children and families</li> <li>• Centrelink Customer Reference Numbers</li> <li>• Authorisations</li> <li>• names, addresses and contact details for family members and authorised nominees</li> <li>• Court orders/parenting plans</li> <li>• children's medical/additional needs details</li> </ul>	Child care software
	Health and Medication Records	<ul style="list-style-type: none"> <li>• Medical conditions details (history, diagnosis, support)</li> <li>• Risk management plans</li> <li>• Action/management plans (including treatment and medication)</li> <li>• Medical practitioner/s details</li> <li>• Immunisation status</li> </ul>	Child care software
	Incident, Injury, Trauma and Illness	Details of: <ul style="list-style-type: none"> <li>• Events including observations, treatment and/or response</li> <li>• Witnesses</li> <li>• Notification and communication</li> </ul>	Child care software
	Accounts	<ul style="list-style-type: none"> <li>• Account statement, transactions, and fees paid/owed</li> </ul>	Child care software
<b>Attendance Records</b>		<ul style="list-style-type: none"> <li>• Days of attendance and absence</li> <li>• Persons signing in and out</li> </ul>	Child care software
<b>Evaluations of the Educational Program</b>		<ul style="list-style-type: none"> <li>• Evidence of the development of the program (reflections, observations, learning stories, planning documents)</li> <li>• Evaluations of children's wellbeing, development and learning (reflections, observations, photos and stories)</li> </ul>	Electronic file storage and physical evidence
<b>Staff and Volunteer Record</b>	Employee Personal Details	<ul style="list-style-type: none"> <li>• Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment</li> <li>• Blue card records</li> <li>• Rosters and timesheets</li> <li>• Detail of performance reviews and workplace matters</li> <li>• Details of income and payment information</li> </ul>	Employee Files – electronic storage
	Volunteer	<ul style="list-style-type: none"> <li>• Records of volunteers and students including personal details and days and hours participating</li> </ul>	
	Nominated Supervisor	<ul style="list-style-type: none"> <li>• Record of the nominated supervisor and any person in day-to-day charge of the education and care, including suitability information</li> </ul>	
	Responsible Person	<ul style="list-style-type: none"> <li>• A record of the name of the responsible person at each session the service operates</li> </ul>	
	Educational Leader	<ul style="list-style-type: none"> <li>• A record of the name of the person designated as the Educational Leader</li> </ul>	

	Workplace Health & Safety	<ul style="list-style-type: none"> <li>Details of accidents, incidents and complaints</li> <li>Risk management assessments</li> <li>Copies of notifications supplied to WHS</li> </ul>	
<b>Management Records</b>	Records of the service's compliance with the Law	Records of any amendment, suspension, compliance notice or compliance direction, including details of the non-compliance or decision	Electronic file storage
	Complaints and Feedback Records	Information may contain: <ul style="list-style-type: none"> <li>Details of grievances, allegations, communication</li> <li>Identifying information about complainants</li> <li>Investigation details</li> <li>Recommendations and outcomes</li> </ul>	Secure electronic file storage, Physical copies in locked filing cabinet

## Informed Consent

Southport State School OSHC sets out through the enrolment process the procedures for providing informed consent when supplying information to Southport State School OSHC. Any use of personal information by Southport State School OSHC is solely for providing care to the child (including communicating learning outcomes of the program) and any other relevant duty to ensure the child's safety, welfare and protection.

Should Southport State School OSHC seek to share information beyond this purpose, additional consent will be obtained from the parent.

## Accuracy of Records

Southport State School OSHC will ensure the accuracy of enrolment information by requesting parents to check, update or confirm the accuracy of records from time-to-time.

Staff will be requested to update their personal information from time to time to ensure the currency of emergency contacts and other relevant information.

## Access and Requests for information

Parents may request information from the Southport State School P&C Association with regard to their child/ren's participation and attendance at Southport State School OSHC, with the exception of where there is a prohibition from a court order (or similar) preventing this access.

Parents are entitled access to:

- Documentation around their children's learning and participation in the educational programs.
- Incident, injury, trauma and illness record.
- Medication record.
- Attendance record.
- Their child's enrolment record.

However, if any of these documents will disclose the *personal information* of one of the following people, written consent of that person's information being disclosed must first be obtained before Southport State School OSHC can share the information with the parent—

- a parent of a child, other than the person requesting the information,
- a person required to be notified of an emergency if a parent cannot be contacted,
- an authorised nominee of a child,
- a person authorised to consent to medical treatment or to authorise the administration of medication to a child,
- a person authorised to authorise an educator to take a child outside Southport State School OSHC premises, or

- a person authorised to authorise Southport State School OSHC to transport or arrange transportation of a child.

When a request has been made by a parent, Southport State School OSHC will confirm the consent before a disclosure is made. Consent may be withdrawn at any time after it has been given, however, withdrawal of consent must be in writing.

*Personal information* is defined in the Privacy Act 1988 (Cth) and includes any information about an identified individual, such as their home address, email address, telephone number, date of birth, medical records, bank account details, and tax file number.

Requests for information should be directed to the Nominated Supervisor in the first instance, alternatively, the Responsible Person. Where there are concerns held to the right to information or breaching of confidentiality, all requests will be managed by the Southport State School P&C Association.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan. When necessary, a legally certified request may be required.

Costs associated with the provision of information that is not for a general purpose may be negotiated, particularly if the gathering and collating of those records is comprehensive.

### **Information Security**

The Southport State School P&C Association will ensure that information is not divulged or communicated, directly or indirectly, to another person other than when authorised by the parent or allowed/required by law.

Southport State School OSHC protects the individual's privacy by ensuring that the information collected is stored securely, including--

- All relevant hard copy records will be stored in a locked filing cabinet.
- All electronic documents or information will be stored-
  - on devices owned or subscribed by Southport State School OSHC only.
  - with suitable password protection/account management.

The Southport State School P&C Association is to have administrator/global access to all accounts operated by Southport State School OSHC. The Southport State School P&C Association is to administer the relevant privileges to allow users access to systems and information accessible to Southport State School OSHC's employees/users.

Where a person has responsibility for the security of private and sensitive information, Southport State School OSHC expects a high degree of professionalism and integrity is maintained. Any breaches of confidential information will be treated seriously and may result in disciplinary action.

All relevant persons are bound by the code of conduct in the sharing of information and maintaining confidentiality. Breaches of the expectation in keeping information confidential will be treated seriously and may result in relevant action taken by the Southport State School P&C Association.

Confidentiality will also be taken into account with the verbal sharing of information between the Southport State School P&C Association, Nominated Supervisor and employees of Southport State School OSHC. Sensitive information will be on a need to know basis taking into account Southport State School OSHC's Duty of Care.

## **Document Retention**

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Southport State School OSHC will maintain a document retention schedule which will set out the specific records to be kept by Southport State School OSHC and the length of time required.



The Nominated Supervisor will prepare documentation for archiving each year. Archived documents will be clearly labelled with planned retention timelines. All archived documentation will be managed by the Southport State School P&C Association and stored securely.

In compliance with regulatory requirements, all records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25.

### **Management Records**

As the Southport State School P&C Association, Southport State School P&C Association will retain records relevant to the operation and management of an Education and Care service and will ensure they do not include any information that identifies any person other than the Executive members of the Southport State School P&C Association.

Southport State School OSHC shall keep all records, in compliance with, and as prescribed under relevant legislation, regulations, local government by-laws and national codes, and as mentioned in specific policies of Southport State School OSHC. Documentation will be retained as per the relevant timeframe for that record and will include (but not limited to):

- Amendment/Suspension of Southport State School OSHC approval (other than a voluntary suspension),
- Compliance direction/notice issued to the Southport State School P&C Association in respect of Southport State School OSHC,
- Records required to maintain compliance with requirements of Child Care Subsidy,
- Complaints made relating to compliance with the Family Assistance Law
- Any notice given to a state or territory body about a child at risk of abuse or neglect,
- Copies of the evidence and information provided with an application for approval about persons with management or control of a provider and persons responsible for the day to day operation of a service
- Any evidence or information produced to obtain police checks and working with children checks for personnel and to support any statements about these checks in an application for provider or service approval.
- Records required to be kept in relation to building and environmental safety including:
  - Emergency and Evacuation instructions/plan for each building,
  - Evacuation signs and diagrams for each evacuation route.

### **Record Back Up and Off Site information Handling**

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

The Nominated Supervisor or other delegated OSHC management team member shall be responsible for conducting a daily/weekly backup of the entire computer system. Some childcare management programs are web based (i.e. cloud computing) and may be automatically updated by the software provider.

A back-up of the entire Southport State School OSHC files shall be done internally as well as on an appropriate external disk drive. Record of the backup shall be maintained in a register and signed by the Nominated Supervisor or other delegated OSHC management team member. The backup shall be taken off site by the Nominated Supervisor/ other delegated OSHC management team member and returned to site on the following working day.

The Southport State School P&C Association shall provide the Nominated Supervisor with an appropriate lockable box in which to store the backup while off site to ensure information is safe, secure and inaccessible to public.

Services may use web based (cloud) data storage systems for back-up and archiving of records. Records of back-up dates and times should be made with access to these records limited to the Southport State School P&C Association and the Nominated Supervisor and/or other delegated OSHC management team

member. To ensure the safety and security of Southport State School OSHC records, password protection may be necessary.

Storage of computer data shall be carried out in accordance with any requirements of the organisations 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, external hard drives or other computer storage devices purchased by Southport State School OSHC shall remain the property of Southport State School OSHC.

No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site data storage company, unless express consent is provided by the employer.

Data storage devices (external drives and back-ups) shall be checked weekly to ensure appropriate functioning.

## Sharing of Information in the Protection from harm

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To remove any doubt, Southport State School OSHC's personnel are free from liability or breaching Privacy Principles when sharing confidential information, if they are acting honestly and if their actions in doing so are consistent with the purpose of information sharing (protecting a child from harm) under the Child Protection Act 1999.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.87 Incident, injury, trauma and illness record
  - R.92 Medication record
  - R.145 Staff record
  - R.151 Record of educators working directly with children
  - R.158 Children's attendance record to be kept by approved provider
  - R.160 Child enrolment records to be kept by approved provider and family day care educator
  - R.161 Authorisations to be kept in enrolment record
  - R.162 Health information to be kept in enrolment record
  - R.167 Record of service's compliance
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.181 Confidentiality of records kept by approved provider
  - R.183 Storage of records and other documents
  - R.184 Storage of records after service approval transferred
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### **Additional Regulatory Context and Guidance**

- Privacy Act 1988 (Cth)/Information Privacy Act 2009 (Qld)
- Child Protection Act 1999 (Qld)
- A New Tax System (Family Assistance) Act 1999 (Cth)
- Department of Education - [Child Care Provider Handbook](#)
- Public Records Act 2002 (Qld)

## Related Policies and Procedures

- [1.1 Educational Program Development and Implementation](#)
- [1.4 Excursions](#)
- [2.1 Providing a Child Safe Environment](#)
- [2.2 Supervision and Educator Ratios](#)
- [2.3 Safe Arrivals and Departures of Children](#)
- [2.4 Incident, Illness, Injury or Trauma](#)
- [2.5 Administration of First Aid](#)
- [2.9 Medical Conditions in Children](#)
- [2.10 Medication Administration](#)
- [2.13 Emergency Evacuation, Lockdown and Drills](#)
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- [4.3 Working with Children Check \(Blue Card\) Management](#)
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- [7.1 Nominated Supervisor](#)
- [7.2 Determining the Responsible Person](#)
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- [7.8 Policy Development, Review and Implementation](#)
- [7.9 Budgeting, Procurement and Financial Planning](#)
- [7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)
- [7.13 Workplace Health and Safety](#)

Policy 7.6 Privacy and Confidentiality of Records				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.6-2024/1 - Combined previous policies 10.4 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.7 Managing Notifications

### Policy Statement

The Southport State School P&C Association recognises its obligation to ensure sound reporting and information sharing is established and effective and recognises as an approved Education and Care Service it must notify authorities within statutory guidelines to ensure compliance.

Southport State School OSHC will ensure notifications are made as required and to the relevant authority. This policy and procedure developed by Southport State School OSHC aims to identify specific obligations for staff and management to ensure proper internal and external reporting.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Seek appropriate advice from the Regulatory Authority, when required.</li><li>• Report all matters outlined in the regulations for notification to the Regulatory Authority.</li><li>• Report other notifiable information to relevant bodies as required.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Report relevant matters to the Southport State School P&amp;C Association as relevant.</li><li>• Seek support and advice from the Southport State School P&amp;C Association for significant matters.</li><li>• Communicate with parents routinely, ensuring significant matters are notified in a timely manner, and at a minimum within 24 hours.</li><li>• Support staff to report and record information timely and accurately.</li><li>• Ensure compliant storage of reports and information.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Record and report information necessary for notification to the Regulatory Authority.</li><li>• Seek support from the Nominated Supervisor (or relevant other) where required.</li></ul>

### Key Tasks and Responsibilities

Managing access to reporting systems	The Southport State School P&C Association is to have the administrator access to all accounts associated with Southport State School OSHC and is responsible for delegating access to employees.
Submitting notifications	Typically, the Nominated Supervisor will act on behalf of the Southport State School P&C Association and submit relevant notification on their behalf.

### Procedures

All educators are to communicate any concern, incident or suspicions to the Nominated Supervisor or Responsible Person as soon as practicable.

Once an incident has been managed the Nominated Supervisor or Responsible Person has the role in ensuring reporting to the Southport State School P&C Association is completed within a lawful and reasonable timeline.

The Southport State School P&C Association will be the first contact. Where this is not achievable or suitable the Nominated Supervisor or Responsible person will accept the communication on behalf of the Southport State School P&C Association.

The Nominated Supervisor and Southport State School P&C Association will decide on a plan of action and tasks to be undertaken in order to adequately respond and meet reporting requirements.

## National Quality Framework (Regulatory) Notifications

### NQAITS Portal – Notification Submissions

The relevant delegate must make the submission on behalf of Southport State School OSHC to the Regulatory Authority using the National Quality Agenda IT System (NQA IT System).

The management of user accounts will be delegated at the discretion of the Southport State School P&C Association, it is expected this would include:

- Any Nominated Supervisors.
- Any other relevant Responsible Persons and/or administrators.

Procedures specify the circumstances where notifications are to occur and the role responsible for making relevant submission. For circumstances outside of incidents and complaints, it will be a representative of the Southport State School P&C Association who will manage notifications and the submission of attachments.

### Regulatory Authority Notifications

The National Law and Regulations sets out particular circumstances and information that must be provided to the Regulatory Authority within strict timeframes. These are outlined in the following table:

Incidents and Complaints		
Serious incident - Death of a child		As soon as practicable, but within 24 hours
Serious incident	Any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital	Within 24 hours
	Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner	
	Any emergency for which emergency services attended	
	A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent	
	A child is mistakenly locked in or out of the premises or any part of the premises	
Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened		
Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period		
The centre-based service is educating and caring for extra child/ren due to an emergency		
Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service		Within 7 days
Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service		
Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service		
Change to information about Approved Provider		
Change to address or contact details of approved provider		Within 7 days
Any change relevant to approved provider's fitness and propriety		
The appointment of receivers or liquidators to the approved provider or any matters that affect the financial viability and ongoing operation of the service		
Death of approved provider		
Notice of any appointment or removal of a person with management or control of service		Within 14 days

Notice of change in name of approved provider	
<b>Change to information about education and care service</b>	
Any change to the hours and days of operation of the service	Within 7 days
Any proposed change to the premises	
Ceasing to operate the education and care service	
A nominated supervisor is no longer employed at the service, is removed from the role or withdraws consent to the nomination	
Adding nominated supervisor(s)	At least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)
Suspension or cancellation of a working with children card or teacher registration of a nominated supervisor, or disciplinary proceedings of a nominated supervisor under an education law	Within 14 days
Intention to transfer service approval	At least 42 days

### Department of Education and Training Notification (CCS)

All CCS reporting is submitted via Southport State School OSHC's child care software or the Provider Entry Point (PEP). OSHC must report relevant information to ensure compliance, including about the following matters:

Matters to be notified	Timeframe
The number of anticipated vacancies (an ongoing OSHC full-session vacancy).	By 8.00 pm (AEST) each Friday.
The total hourly fee charged by the service including any change to the fee information.	Within 14 days
Any change to the operating hours.	
Ceasing to operate an approved child care service.	At least 42 days
Ceasing to operate to avoid being in breach of a law of the Commonwealth, a state or a territory or due to circumstances beyond the provider's control (when 42 days' notice cannot be given).	Within 24 hours after ceasing to operate the service.
Change of physical or postal address of the provider or the service's premises.	No later than 30 days
Change to the name of the provider or the service.	Within 14 days
Change contact details (email, website, phone, fax) of the provider or service:	
Information about any new person with management or control of the provider (including any person who becomes responsible for the day-to-day operation of any of the provider's approved child care services)	Within 7 days
Change of the name or contact details for a person with management or control of the provider (including any person who is responsible for the day-to-day operation of any of the provider's approved child care services)	
The provider becomes aware, because of a background check undertaken for a specified person, that the person: <ul style="list-style-type: none"> <li>has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country <ul style="list-style-type: none"> <li>an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units</li> <li>an offence involving violence or a sexual offence</li> <li>an offence involving fraud, stealing or dishonesty</li> </ul> </li> <li>is an undischarged bankrupt, or</li> <li>was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.</li> </ul>	
An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved child care services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.	

A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider's approved child care services).	
An educator obtains a child care qualification from a registered training organisation	
A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.	
Change in the status of a working with children card (blue card) for anyone who is required to have such a card	Within 24 hours
The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.	
Unexpected closure of any of the provider's approved child care services due to unforeseen circumstances.	
A serious conviction or finding of guilt of a person with management or control of the provider (including a person who becomes responsible for the day-to-day operation of any of the provider's approved child care services),	

## Additional Reporting

### Mandatory Reporting (Child Protection)

Where a staff member of Southport State School OSHC has a reasonable suspicion, a child may be in need of protection they are to follow the [2.14 Child Protection and Mandatory Reporting](#) policy and report the matter to Child Safety.

### Work Health Safety

The *Work Health and Safety Act 2011* sets out what sort of incidents are notifiable to Work Health and Safety Queensland (WHSQ). Circumstances surrounding notifications and reporting is set out in policy [7.13 Work Health and Safety](#).

### Public Health

While unlikely, there is potential for Southport State School OSHC to report relevant occurrence of infectious diseases to the local Public Health Unit. Circumstances surrounding notifications and reporting is set out in policy [2.7 Infectious Diseases](#).

## Reports and Records

All relevant reports and records will be stored in accordance with the procedures listed in [7.6 Privacy and Confidentiality of Records](#).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
  - s.174 Offence to fail to notify certain information to Regulatory Authority
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.12 Meaning of serious incident
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.174 Time to notify certain circumstances to Regulatory Authority
  - R.174A Prescribed information to accompany notice



- R.175 Prescribed information to be notified to Regulatory Authority
- R.176 Time to notify certain information to Regulatory Authority
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA7 – Governance and leadership

#### **Additional Regulatory Context and Guidance**

- Privacy Act 1988 (Cth)/ Information Privacy Act 2009 (Qld)
- Work Health Safety Act 2011 (Qld)
- [National Principles for Child Safe Organisations](#)

## **Related Policies and Procedures**

[2.1 Providing a Child Safe Environment](#)

[2.3 Safe Arrivals and Departures of Children](#)

[2.4 Incident, Illness, Injury or Trauma](#)

[2.5 Administration of First Aid](#)

[2.7 Infectious Diseases](#)

[2.13 Emergency Evacuation, Lockdown and Drills](#)

[2.14 Child Protection and Mandatory Reporting](#)

[7.1 Nominated Supervisor](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

Policy 7.7 Managing Notifications				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.7-2024/1 - Combined previous policies 10.15 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.8 Policy Development, Review and Implementation

### Policy Statement

Southport State School OSHC acknowledges the fundamental need for effective policy and procedures to guide and manage Southport State School OSHC's delivery and the duties of employees. Southport State School OSHC's policies should reflect the statutory obligation of Southport State School OSHC and its employees. Therefore policies should be developed through integrating a wide range of relevant information sources including legislation, guidelines and operating handbooks.

Southport State School OSHC's policies and procedures will undergo regular review to support the effectiveness and coverage. The Southport State School P&C Association will maintain the authority to approved and endorse developed policy; however, Southport State School OSHC employees will have an active role in the facilitating policy review and the drafting of new and amended policy. Southport State School OSHC's suite of policies will be reviewed at least **annually** or where required.

The Southport State School P&C Association also recognises their duty to comply with *Education and Care Service National Regulations 168, 170-172* to ensure relevant policies are developed, accessible by employees and families. Southport State School OSHC will ensure it upholds adequate notification to families where there are changes to policies.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Develop and implement required policies for Regulation compliance.</li><li>• Support ongoing development and review of Southport State School OSHC policies to drive quality education and care.</li><li>• Review and endorsed (ratify) proposed policy suggestions.</li><li>• Ensure access and compliance with policies, addressing concerns as they arise.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Support the Southport State School P&amp;C Association through identifying, drafting and proposing amended changes to policies.</li><li>• Maintain a record of amendments and changes to Southport State School OSHC's policies.</li><li>• Maintain accurate knowledge of Southport State School OSHC's requirements and advise the Southport State School P&amp;C Association of any required policy developments.</li><li>• Monitor and supervised the implementation and compliance of policies.</li><li>• Ensure employees, families and other relevant stakeholder are provided with access and information to policies as required.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Contribute ideas, wishes and insights to the quality and coverage of policies.</li><li>• Ensure policies and procedures are followed at all times.</li></ul>

### Procedures

#### Policy and Procedures Quality Standards

Southport State School OSHC will develop policies and procedures which reflect the true nature of Southport State School OSHC's operations. Where possible, specific roles will be identified to outline responsibilities, delegation and legislative obligations will be reflected and explicitly stated.

Southport State School OSHC will ensure that generic policy documents, samples and templates adopted are reviewed and customised to meet the individual and unique circumstance of Southport State School OSHC.

All policies will include references to external documentation, resources, guidelines and principles used to develop or guide the development of the policy. Version control will be used to manage policy development and communication records.

Policy sourcing should also take into consideration other provisions such as copyright laws.

## Policy Review

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Policies will be developed or amended either as needed or as a result of periodic review.

The suite of policies will be reviewed by the Nominated Supervisor each year. The Nominated Supervisor can delegate out aspects of the review to suitably capable educators. The Nominated Supervisor will present a report of the review to the Southport State School P&C Association.

Any proposed amendments or policy development will be drafted and submitted to the Southport State School P&C Association for ratification/approval.

## Policy Approval

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Policies and procedures may be drafted by:

- Suitably capable employees,
- the Southport State School P&C Association; or
- with prior approval, an appropriate third party.

Where substantial change is being proposed, the writer should consult with the Southport State School P&C Association to discuss a summary of the proposal. Additional consultation may be directed as part of policy development.

All written materials will be marked 'draft' until ratified or endorsed by the Southport State School P&C Association. The Southport State School P&C Association will review proposed policies and can either:

- ratify,
- reject, or
- request amendments.

All ratified policies will have the date and version recorded.

## Policy Compliance

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Employees are expected to maintain compliance with Southport State School OSHC policies at all times. Employees will be provided with adequate induction to orientate their knowledge of Southport State School OSHC's procedures and expectations for performance and conduct.

Policies will be made accessible, and where possible, will outline clear expectations and responsibilities to support employees in their duty.

Where employee's conduct for performance is not consistent with Southport State School OSHC's policies the employee will be managed by the procedures outlined in [4.9 Employee Underperformance, Misconduct and Disciplinary Actions](#).

## Policy Accessibility

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Southport State School OSHC's full policy and procedure manual will be available at Southport State School OSHC's premises for employees, volunteers and families to access when required.

## Policy Notification and Communication

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The Southport State School P&C Association will ensure families are notified at least 14 days before any policy or procedure referred to in National Regulation 168 takes effect. Notification to families will include

email messages and signage at Southport State School OSHC. The date of notification will be recorded on the policy (where relevant).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
  - s.174 Offence to fail to notify certain information to Regulatory Authority
  - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.172 Notification of change to policies or procedures
- **National Quality Standard:**
  - QA4 – Staffing arrangements
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000

## Related Policies and Procedures

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

Policy 7.8 Policy Development, Review and Implementation				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.8-2024/1 - Combined previous policies 10.8, 10.11 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.9 Budgeting, Procurement and Financial Planning

### Policy Statement

The Southport State School P&C Association, as the Approved Provider seeks to implement measures which provide financial protection and minimise the risk of fraudulent, inappropriate or negligent financial practices. Southport State School OSHC takes a responsible approach to fiscal planning and spending to ensure these risks are well managed. Southport State School OSHC's financial management practices are designed and implemented to protect both the financial reputation of the organisation and its ongoing viability.

To ensure the effective and efficient management of Southport State School OSHC, the Southport State School P&C Association and Nominated Supervisor will work collaboratively together to develop workable and responsible budgets and financial planning guidelines for the ongoing operation of Southport State School OSHC.

The following principles will be adopted and reflected in all purchasing decisions of Southport State School OSHC:

- Open, transparent and effective communication,
- Value for money,
- Enhancing the capabilities of local business and industry,
- Environmental protection; and
- Ethical behaviour and fair dealing.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Establish sound processes for Southport State School OSHC's financial management consistent with established financial management procedures of the school.</li><li>• Ensure budgets are prepared and are adequate to meet the needs of providing quality education and care.</li><li>• Use judgement and act in a manner that supports the principles of the policy for purchasing decision.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Monitor Southport State School OSHC's day-to-day spending and financial management, ensuring compliance with organisational policy and procedures.</li><li>• Support the Southport State School P&amp;C Association in preparing, reporting and reviewing Southport State School OSHC budgets and financial reports.</li><li>• Coordinate and supervise the processing of fees and income.</li><li>• Use judgement and act in a manner that supports the principles of the policy for purchasing decision.</li><li>• Report any concerns or issues immediately to the Southport State School P&amp;C Association.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Follow Southport State School OSHC's procedures for spending within the level of authority, approval or delegation.</li></ul>

### Procedures

#### Annual Budget

Southport State School P&C Association will prepare a budget for Southport State School OSHC which will provide guidance on spending and additional resourcing for Southport State School OSHC.

The budget will reflect the provision of quality care and include at least the following items:

- a. Staffing arrangements (remuneration and associated costs for qualified and adequate staff)
- b. Facilities and asset maintenance/replacement
- c. Program, medical and safety equipment (or replacement)
- d. Professional development needs
- e. Costs of care (food, consumables etc.)

The Southport State School P&C Association and Nominated Supervisor may seek external expertise to inform budgets using relevant industry standards.

Southport State School OSHC's approved budget will form the standard purchasing delegation for the Nominated Supervisor to purchase or procure items using the following guide to approval.

## Purchasing and Procurement

<i>Items under \$500</i>	<ul style="list-style-type: none"><li>• General purchasing for day to day operational items such as groceries, consumables, arts and crafts materials and replaceable items such as sports equipment will be done in accordance with the approved service budget by (or overseen by) the Nominated Supervisor.</li><li>• The Southport State School P&amp;C Association will ensure that the Nominated Supervisor has access to accounts for the efficient purchasing of day to day items.</li><li>• Purchasing of items of less than \$500 includes the use of petty cash or use of bank or other business accounts (e.g. Officework or grocery account).</li></ul>
<i>Items \$500 to \$5,000</i>	<ul style="list-style-type: none"><li>• The purchase value of single items over \$500 should be approved by the Southport State School P&amp;C Association prior to purchase, even if the items have been included in Southport State School OSHC's annual operational budget.</li><li>• Other purchase requests must be in writing to the Southport State School P&amp;C Association. The responsibility for ordering will be with the Southport State School OSHC Nominated Supervisor or Administrator.</li><li>• In extenuating circumstances, authorisation for purchases of single items over \$500 may be approved in events of emergency where two approved members of the executive have been contacted and agreed to the expense. Documentation of such discussion will be made and presented at the next Southport State School P&amp;C Association meeting.</li></ul>
<i>Items above \$5,000</i>	<ul style="list-style-type: none"><li>• All purchases over \$5,000 will require two written quotes or research evidence.</li><li>• Purchases over \$20, 000 will require three written quotes or research evidence depending on the scope of purchase.</li></ul>

The Southport State School P&C Association will ensure that the purchasing policy does not negatively impact on the efficient operations of Southport State School OSHC and that all purchase requests are followed up in a timely manner.

Southport State School OSHC will avoid using cash for purchasing, where possible. The Southport State School P&C Association has provided a visa debit card with the name and signatory of Co-ordinator.

All purchasing will require an appropriate receipt to be retained. These financial documents will be stored and uploaded to Hubdoc for bookkeeping and reporting purposes.

## Strategic Planning

The Southport State School P&C Association together with the Nominated Supervisor shall plan an annual meeting to strategically review operations and to take a planned approach to the organisation's future.

Southport State School P&C Association may seek external support and advice in the development of a strategic and operations plan as required.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**

- **Education and Care Services National Regulations**
- **National Quality Standard:**
  - QA7 – Governance and leadership

#### **Additional Regulatory Context and Guidance**

- Department of Education - Child Care Provider Handbook

## **Related Policies and Procedures**

[7.5 Governance and Management](#)

[7.10 Fees and Statements](#)

[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)

Policy 7.9 Budgeting, Procurement and Financial Planning				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.8-2024/1 - Combined previous policies 10.2 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024



## 7.10 Fees and Statements

### Policy Statement

This policy aims to outline the procedures and guidelines relating to the setting and payment of fees and the distribution of statements. Fee information is well published to ensure clarity and transparency. Southport State School OSHC is committed to maintaining an equitable and clear fee processes to safeguard the interests of Southport State School OSHC and families.

The commitment to follow policies, including payment of Southport State School OSHC's fees are a condition of enrolment. Enrolment will be cancelled or suspended where fees are not paid or otherwise remain overdue. Families experiencing difficulty with payment are encouraged to discuss this with the Nominated Supervisor to explore possible solutions.

### Setting of Fees

The Southport State School P&C Association sets a relevant fee structure based on the annual budget required for the provision of a quality OSHC service. The budget is informed by the forecast of the resources needed to uphold the service's philosophy, goals, and duties. The fee structure also includes the relevant notice period required for fees to be waived.

The fees of Southport State School OSHC are well communicated to ensure transparency and informed requests for care. Where fees are amended, parents will be adequately informed of the changes.

### Child Care Subsidy

Southport State School OSHC is approved to administer the Child Care Subsidy to relevant families who meet eligibility guidelines (including residency, activity and immunisation). This payment reduces the out-of-pocket expenses for families. CCS rules require families must make a co-contribution by paying the gap fee. Parents will also be responsible for managing CCS entitlements and are liable for any fee gap.

Children may also be entitled to ACCS payments, these will be managed in accordance with guidelines and requirement.

### Payment of Fees

Fees will be paid weekly for all days booked. The only payment method available is by Direct Debit. Vacation care fees will be paid in advance. Fee processing will be Thursday every week.

In the event Southport State School P&C Association makes changes to the amount or the way in which fees are charged, Southport State School OSHC will communicate this change at least **14 days** before changes taking effect. Communication will occur via email, notices and newsletter updates.

### Statement of Fees

Southport State School OSHC will issue a Statement of Fees to account holders each week, consistent with the billing cycle. Account holders (parents) are to notify the Nominated Supervisor if they believe there is an error in their billing or fees charged.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Undertake an annual review of fees charged based on annual budget required for the provision of quality OSHC.</li><li>• Comply with Child Care Subsidy requirement including the management being 'fit and proper persons'.</li><li>• Ensure systems to manage fees (including third-party software) and record keeping practices reflect the requirement of the Child Care Provider Handbook.</li></ul>
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Nominated Supervisor	<ul style="list-style-type: none"> <li>Respond to concerns or issues raised by parents/account holders.</li> <li>Ensure practices reflect the requirements outlined in the Child Care Provider Handbook.</li> </ul> <p>Communicate accrued debts and payment issues to the Southport State School P&amp;C Association.</p>
Administrator	<ul style="list-style-type: none"> <li>Undertake the issuing of statement and collection of fees as directed by the Southport State School P&amp;C Association and procedures below.</li> <li>Submit session report and enrolment information to Department of Human Services.</li> <li>Collect payments from parents/account holders and issue receipt.</li> <li>Monitor account debts and liaise with parents/account holders.</li> </ul>

## Key Tasks and Responsibilities

Set fees and structure	The Southport State School P&C Association is responsible for setting fee amounts and structures. These are supported by the Nominated Supervisor to ensure this information is published, readily available to families and changes/increases are appropriately communicated.
Manage transactions and processing	The Nominated Supervisor is responsible for managing charges and transactions on behalf of Southport State School OSHC and ensuring records of these transactions are accurate.
Managing debt	The Nominated Supervisor is the first point of contact for resolving debt and missed payments. Should no payments be received, the Southport State School P&C Association will be responsible for approving suspension of enrolment and debt collection activities.
Issue statements and address enquires	The Nominated Supervisor will manage the issuing of statements and be the primary point of contact for any enquiries or questions relating to charges.

## Procedures

### Fee Structure

The current fees for Southport State School OSHC are:

<b>Before School Care</b> (includes breakfast)	6:30am to 9:00am	<b>\$21.00 per session</b> (full fees – not including Child Care Subsidy)
<b>After School Care</b> (includes afternoon tea)	2:45pm to 6:00pm	<b>\$27.00 per session</b> (full fees – not including Child Care Subsidy)
<b>Vacation Care</b> (includes morning tea and afternoon tea)	6:30am to 6:00pm <i>Daily rate for when children remain at the service.</i>	<b>\$70.00 per day</b> (full fees – not including Child Care Subsidy)
<b>Vacation Care Excursion Days</b>	<i>Daily rate for days where an excursion is planned.</i>	<b>\$81.00 per excursion</b> (full fees – not including Child Care subsidy). To be charged when excursions are organised. This fee also includes transport to and from the excursion.

### Vacation Care Fees

Excursion and incursion fees are compulsory according to days booked and fees will be calculated following a cost analysis for each event.

## Late Collection Fees

Closing time is 6.00pm. Parents who collect their children after this time will incur a late fee of \$2 per minute for the first 10 minutes and \$5 per minute thereafter.

## Fee Payment

Accepted payment methods is limited to either direct debit or direct deposit. The receipt of all payments will be set out in the statement of fees emailed to parents.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions to Southport State School OSHC indicating:

- A refund is required and have provide account details for transfer, or
- A donation of credit balance to Southport State School OSHC

## Overdue Fees – Debt Collection

Parents in hardship are encouraged to discuss their matters with the Nominated Supervisor to explore possible options and access to additional supports prior to account being in arrears.

1. Where there are outstanding fees, and no payment has been made in at least 2 weeks the Nominated Supervisor will prompt the parent verbally and confirm the agreed arrangement via email.
2. If no payment has been received as agreed or where there has been consistent failure to pay accounts, the Southport State School P&C Association will be notified and will contact the parent/account holder for immediate remedy.
3. The Southport State School P&C Association will outline the terms of payment of Southport State School OSHC and seek to address an ongoing resolution. Parents will be informed that continued enrolment is dependent on the payment of the fees outstanding.
4. Where no contact can be made, or where payment of fees continues to have not been received within the agreed timeframe, the enrolment will be suspended, and the debt may be referred to a collection agency (or QCAT).
5. Where resolution through suspension has not been achieved the Southport State School P&C Association may, in its discretion, cancel the enrolment and suspend any future attendance.

## Fee Increases

Fees are reviewed annually by the Southport State School P&C Association in consultation with the Nominated Supervisor. Typically, fee adjustments will occur at the start of each school year. Fee increases are based on of the provision of quality Outside School Hours Care, reflecting the costs associated with meeting the service's philosophy, goals of the program and within the framework of Southport State School OSHC's policy and procedures.

Communication of fee changes occur at least **14 days** before making changes to the rate of fees or introducing new changes. Notification of fee changes occurs via email and notices in the school newsletter.

## Issuing of Statements

A statement will be issued via email each week for all families showing the details for the statement period that has just occurred. The statement will include details of—

<b>Sessions of care</b>	<ul style="list-style-type: none"><li>• Daily and weekly totals of the number of hours of care provided during the statement period, including start and end times for each session of care.</li><li>• Daily and weekly totals of the number of physical attendances during the statement period, including start and end times of the physical attendance.</li><li>• The sum of allowable and additional absences for the statement period</li><li>• The sum of allowable and additional absences cumulatively for the financial year.</li></ul>
<b>Fees</b>	<ul style="list-style-type: none"><li>• Hourly session fee for each session of care in the statement period.</li><li>• Daily and weekly totals of the amount of all fees charged during the statement period.</li></ul>

	<ul style="list-style-type: none"> <li>• Details about any discounts or refunds applied.</li> </ul>
<b>Fee reduction amounts</b>	<ul style="list-style-type: none"> <li>• Hourly session fee for each session of care in the statement period.</li> <li>• Daily and weekly totals of the amount of all fees charged during the statement period.</li> <li>• Details about any discounts or refunds applied.</li> </ul>

## Child Care Subsidy

Southport State School OSHC will provide relevant CCS information to support families to navigate the system and the relevant requirement for receiving entitlements. Notwithstanding Southport State School OSHC's intent to provide information, it remains the responsibility of parents to be informed around their entitlements.

Parents may not receive CCS payment where—

- Allowable absences have been exhausted (although may be entitled to additional absences, subject to evidence).
- Session hours for the CCS fortnight have been exhausted.
- Fees are payable before the child's first attends or after the child's last day of physically attending Southport State School OSHC (although there are exceptions).

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.172 Notification of change to policies or procedures
- **National Quality Standard:**
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- A New Tax System (Family Assistance) Act 1999 (Cth)
- Department of Education - [Child Care Provider Handbook](#)
- Competition and Consumer Act 2010 (Cth)

## Related Policies and Procedures

[7.5 Governance and Management](#)

[7.9 Budgeting, Procurement and Financial Planning](#)

[7.11 Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\) Management and Compliance](#)

Policy 7.10 Fees and Statements				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.10-2024/1 - Combined previous policies 10.3 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.11 Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) Management and Compliance

### Policy Statement

Southport State School OSHC is committed to ensuring that Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) is administered effectively and in accordance with relevant legislation. The procedures outlined in this policy describe the steps taken to ensure compliance with Southport State School OSHC's obligations as an approved child care service for the purpose of administering ACCS.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

1. Additional Child Care Subsidy (child wellbeing) — to help children who are at risk of serious abuse or neglect
2. Additional Child Care Subsidy (grandparent) — to help grandparents on income support who are the principal caregiver of their grandchildren
3. Additional Child Care Subsidy (temporary financial hardship) — to help families experiencing financial hardship
4. Additional Child Care Subsidy (transition to work) — to help low-income families transitioning from income support to work.

With the exception of ACCS (child wellbeing), the claims for ACCS are may by parents/caregivers via MyGov or Centrelink. Where relevant, Southport State School OSHC will support families to access relevant fee assistance through providing information.

### ACCS (Child Wellbeing)

This particular payment provides assistance with the cost of care for families who care for a child at risk of serious abuse or neglect. Unlike other subsidies, Southport State School OSHC applies for the child wellbeing subsidy on behalf of a family.

The application and management of ACCS (child wellbeing) payments will uphold Southport State School OSHC's commitment to integrity of the CCS system.

### Reporting and Integrity

Southport State School OSHC recognises that strategies must be in place to ensure Southport State School OSHC complies with the requirements for the administration of Child Care Subsidy, including reporting and that Southport State School OSHC has an obligation to design and implement procedures for the detection and prevention of fraud in relation to CCS payments.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure Southport State School OSHC fulfils its duties for assessment of fit and proper persons.</li><li>• Ensure only authorised persons has access to Southport State School OSHC's CCS administration software</li></ul>
Nominated Supervisor and Responsible Persons	<ul style="list-style-type: none"><li>• Monitor the day-to-day compliance of Southport State School OSHC IT systems to ensure only authorised persons are accessing CCS software.</li><li>• Support families to access ACCS services as required.</li><li>• Monitor and respond to 'at-risk' children to ensure access to ACCS (Child Wellbeing) as required.</li></ul>

## Key Tasks and Responsibilities

System governance	The Southport State School P&C Association will ensure the relevant protections and integrity measures are established to ensure Southport State School OSHC is compliant with CCS requirements.
Administration and application management	The Nominated Supervisor is principally responsible for the administration of ACCS (child wellbeing) application and submitting relevant evidence on behalf of Southport State School OSHC and families. They will be the key contact for family enquiries.
Record Keeping	The Nominated Supervisor will maintain the relevant records and supporting evidence on behalf of Southport State School OSHC and ensure the procedures are followed.

## Procedures

Southport State School OSHC will implement the following procedures to comply with the administration requirements of child care subsidy:

- Ensure that only **\*authorised persons** within Southport State School OSHC have access to Southport State School OSHC's licensed software for the administration of CCS
- Ensure that all staff who require access to the system used to administer CCS meet the fit and proper requirements
- Ensure that all committee members of the Southport State School P&C Association (Approved Provider) meet the **fit and proper** (see below) requirements
- Reconcile payments received with payments expected

Southport State School OSHC will implement procedures to detect and minimize fraud, including:

- Ensuring all "Persons with Management or Control of the Provider" (e.g. the Board Members and Managers), "Persons Responsible for the Day to Day Operation of the Service" (e.g. Nominated Supervisor, Responsible Person in Charge or Administrator of CCS) meet specified **fit and proper** requirements
- Ensuring all Southport State School OSHC finances are handled in accordance with policy, accounting manuals and best practice guidelines
- Ensuring there is no personal 'conflict of interest' of staff or the governing body in the management of CCS
- Ensuring staff are appropriately trained in CCS compliance and the use of Southport State School OSHC's software

*\*Authorised person means a person who has been identified by the service in writing as having permission to access the service's CCS administration software and has been provided with a username and password to access the system. Access may include management of enrolments, bookings, absences and cancellations. The Southport State School P&C Association will ensure 'Authorised' persons are appropriately trained and competent in the use of the software*

## Fit and Proper Persons

A '**fit and proper person**' is a person (who has met the requirements of Section 43 of the Child Care Subsidy Minister's Rules 2017) which requires a provider to undertake particular suitability checks for each Person with Management or Control of the Provider.

## Additional Child Care Subsidy (ACCS)

Southport State School OSHC will maintain access to a current copy of the Department of Education - Child Care Provider Handbook to support in accessing relevant guidance on ACCS.

## ACCS (Child Wellbeing)



As a CCS Provider, Southport State School OSHC is centrally involved in identifying children who require extra support through ACCS (child wellbeing). Southport State School OSHC will maintain access to a current copy of the Department of Education - Child Care Provider Handbook to support in accessing relevant guidance on ACCS.

For the purposes of Additional Child Care Subsidy (child wellbeing), a child is taken to be at risk of serious abuse or neglect if the child is at risk of experiencing harm, as a result of current or past circumstances or events that resulted in the child being subject to, or exposed to, any of the following:

- serious physical, emotional or psychological abuse, or
- sexual abuse, or
- domestic or family violence, or
- neglect.

The Minister's Rule sets out in detail the circumstances when a child is taken to be at risk of serious abuse or neglect for the purposes of Additional Child Care Subsidy (child wellbeing). The definition of 'at risk' includes situations where the child is likely to experience those circumstances in the future (for example, the future risk is 'real and apparent'). This allows families to be eligible for the subsidy at the appropriate earliest point and potentially before they are known to a child protection agency.

Any child who is identified as being at risk under state or territory child protection law will meet the definition of at risk and the individual (or provider) will, therefore, be eligible to receive the payment.

There are two ways for Southport State School OSHC to access Additional Child Care Subsidy (child wellbeing):

- 1) Giving an Additional Child Care Subsidy (child wellbeing) certificate
- 2) Additional Child Care Subsidy (child wellbeing) determination.

Where Southport State School OSHC has identified a child at risk, the first steps will be to apply for a certificate on behalf of the family. When applying for a ACCS certificate, the Nominated Supervisor will refer to the Child Care Provider Handbook for up-to-date instruction on the relevant steps.

## Other Hardship

Families identified as experiencing financial hardship will be directed to contact Centrelink for further assistance.

Additionally, on a case-by-case basis, the Southport State School P&C Association may consider written requests for support from families when the hardship does not meet the threshold for ACCS or Centrelink assistance, however, under Family Assistance Law Southport State School OSHC is unable to waive the gap/parent's co-contribution.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- National Quality Standard:
  - QA2 – Children's health and safety
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership.

### **Additional Regulatory Context and Guidance**

- A New Tax System (Family Assistance) Act 1999 (Cth)
- Department of Education - [Child Care Provider Handbook](#)

## Related Policies and Procedures



- [7.1 Nominated Supervisor](#)
- [7.2 Determining the Responsible Person](#)
- [7.4 Fees and Statements](#)
- [7.5 Governance and Management](#)
- [7.9 Budgeting, Procurement and Financial Planning](#)
- [7.10 Fees and Statements](#)

Policy 7.11 Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) Management and Compliance				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.11-2024/1 - Combined previous policies 10.16 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.12 Insurance

### Policy Statement

Southport State School OSHC recognises and acknowledges the need for a responsible approach to identifying and managing risks and therefore, will ensure there is adequate insurance protection for Southport State School OSHC. Employees, children, parents, volunteers and management will be protected from the financial repercussion of public liability through the purchasing of suitable insurance.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure suitable insurance coverage, in particular, Public Liability Insurance is maintained.</li><li>• Provided evidence of currency to the Nominated Supervisor for recording.</li><li>• Monitor and respond to assessments of coverage for insurance products for potential liabilities.</li><li>• Liaise with the relevant insurer when submitting an insurance claim.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Retain evidence of Public Liability coverage at Southport State School OSHC's premises.</li><li>• Monitor and inform the Southport State School P&amp;C Association of suspected vulnerabilities in insurance coverage.</li><li>• Communicate potential insurance claim details to the Southport State School P&amp;C Association in a timely manner.</li></ul>

### Procedures

#### Public Liability Insurance

To comply with *Education and Care Services National Law and Regulations*, the Southport State School P&C Association will maintain public liability insurance with a minimum cover of \$10 million.

Evidence of the Certificate of Currency will be retained at Southport State School OSHC premises, through a copy being provided to the Nominated Supervisor on each renewal.

#### Additional Insurance

The Southport State School P&C Association will source and manage relevant insurance products. All insurance will be purchased through a reputable broker or agent. Appropriate cover will also be taken for building and contents and other personal accident insurances.

The Southport State School P&C Association will request the Nominated Supervisor monitor and gather information as necessary to enable an informed assessment and decisions on the insurance needs of Southport State School OSHC.

Where relevant, the Nominated Supervisor will provide Southport State School P&C Association with relevant details of activities and excursions undertaken as to assess if additional insurance coverage is required. The Southport State School P&C Association will liaise with their insurance broker when determining added cover.

#### WorkCover

The Southport State School P&C Association is responsible for ensuring that Southport State School OSHC has adequate worker's compensation insurance for all staff including volunteers.

#### Insurance Claims

The Nominated Supervisor will report any potential instances of insurance claims to the Southport State School P&C Association in a timely manner who will collate relevant information and communicate these details with their insurer.

The Southport State School P&C Association (or any relevant delegate) will follow all directions of the insurer and in the case of material or significant claims, seek legal advice for Southport State School OSHC where necessary.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.51 Conditions on service approval
- **Education and Care Services National Regulations:**
  - R.29 Condition on service approval—insurance
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.180 Evidence of prescribed insurance
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- Educational (General Provisions) Act 2006
- Work Health and Safety Act 2011

## Related Policies and Procedures

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)

Policy 7.12 Insurance				
Endorsed By: Southport State School P&C Executive Committee				
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7.12-2024/1 - Combined previous policies 10.16 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.13 Workplace Health and Safety

### Policy Statement

For the protection of children, educators, management and the service as a whole, Southport State School OSHC will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the Work Health and Safety Act, 2011. Southport State School OSHC promotes health and safety awareness for all people involved in Southport State School OSHC. Policies and procedures are developed and monitored to reflect safe work practices.

Southport State School OSHC will ensure the space and facilities used for the OSHC program are safe, stimulating and enable the provision of quality education and care. Southport State School OSHC will work collaboratively to ensure the environment accessible to all children will positively and safely contribute to their wellbeing, learning and development. Southport State School OSHC recognises the responsibility to ensure the environment and equipment used in providing care and education is safe, clean and in good repair.

Southport State School OSHC is guided by the AS/NZS ISO 31000:2009 11 Principles of Risk Management in our approach and design. Therefore Southport State School OSHC is committed to delivering the following:

1. **Creates and protects value** – Our risk management systems and processes contributes safety and protection for our children, families, staff and community.
2. **Integral part of organisational processes** – Managing risks is factored into all parts of service decision-making and planned activities.
3. **Part of decision making** – Risks are managed through informed choices by decision-makers, with the assessment of relevant information driving the most appropriate action.
4. **Explicitly address uncertainty** - Through identifying our potential risks, we can implement controls to minimising the chance of loss or harm, while allowing opportunities to capture benefits and gains.
5. **Systematic, structured and timely** - Process of risk management are consistent across the service to ensure efficiency, consistency and the reliability of outcomes.
6. **Based on the best available information** – We look to understand and consider all available relevant information and are aware that there may be limitations of that information and therefore our processes and plans reflect this.
7. **Tailored** – Our risks are assessed within their contexts, including the consideration of internal and external environmental factors.
8. **Take into account human and cultural factors** - Risk management activities take into consideration people and the service's culture has on effectiveness and outcomes.
9. **Transparent and inclusive** – Our communication and consultation is key to identifying, analysing and monitoring risks effectively.
10. **Dynamic, iterative and responsive to change** – We are flexible and adaptable to our environment and emerging risks. Collectively we continue to identify new risks that present and respond to risks that no longer exist.
11. **Facilitate the continual improvement of organisations** - The maturity of our risk management culture is developed over time to demonstrate the ongoing and consistent performance of risk management practices.

### Risk Assessment Consultation

Consultation with educators is more than a courtesy, it is a legal requirement and an essential part of managing health and safety risks. A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about any health and safety concerns and works together to find solutions. This includes cooperation between the people who manage the work and those who carry out the work or who are affected by the work. By drawing on the knowledge and experience of everyone, more informed decisions can be made about how the work should be carried out safely. Educators are to be actively involved in the risk assessment process to improve the effectiveness of controls and to drive a culture of safety.

## WHS Procedures

Southport State School OSHC's duties in maintaining a suitable safe and healthy workplace environment is covered by procedures for—

- managing risks in the workplace (risk assessment process),
- systems to ensure a safe physical environment is established and maintained, and
- routine practices to manage workplace hazards.

## Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Exercise due diligence to eliminate or minimise health and safety risk so far as it is reasonably practicable.</li><li>• ensure Southport State School OSHC has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.</li><li>• Consult with workers who are directly affected by a health and safety matter so far as it is reasonably practicable.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Lead the risk management procedures for Southport State School OSHC.</li><li>• Consult and collaborate on risk management activities with educators and those who will be directly affected.</li><li>• Monitor controls to ensure they are working as planned, undertake a review of the risk management processes when needed.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Take reasonable care for their own health and safety and do not adversely affect the health and safety of other persons.</li><li>• Comply with any reasonable instruction and co-operate with any reasonable health and safety policy or procedure.</li><li>• Collaborate with risk assessment planning and delivery.</li></ul>

## Key Tasks and Responsibilities

Risk Assessment Procedures	The Southport State School P&C Association is responsible for establishing processes to manage and control risks. They collaborate with the Nominated Supervisor and educators to ensure effective control measures are embedded. The Nominated Supervisor is responsible for maintaining risk assessment records and relevant reports.
Daily Checklists	All educators are to inspect the physical environment to ensure Southport State School OSHC is physically suitable for play and leisure. Any identified hazards are brought to the attention of the Nominated Supervisor or Responsible Person and addressed appropriately.
Supervising Practices	The Nominated Supervisor or Responsible Person is responsible for the supervision of staff executing tasks to ensure safety, including providing relevant instruction and guidance.

## Procedures

### Work Health and Safety - Risk Management Process

While the Southport State School P&C Association sets out the expectations and processes for ensuring risks are managed, the Nominated Supervisor is responsible for leading the day-to-day work health and safety management and to ensure control measures are followed. In recognising risk management is a shared responsibility, the Nominated Supervisor is supported by educators who will assist identifying hazards and improving the control measures adopted to address relevant risks.

The Educator Handbook and orientation/induction processes contain up-to-date information on the legislative requirements for workplace health along with information about the relevant policy and

procedure. The Director shall ensure that each person has adequate time, education/training and resources to ensure that they understand their and are able to fulfill their role as required by the legislation.

A comprehensive risk assessment process forms the basis of the work health and safety framework for Southport State School OSHC. Our risk assessment procedures are ongoing process that are triggered when there is a change or introduction to anything that might affect work activities, the environment or the health and safety of people at Southport State School OSHC. Training materials and strategies shall be made available and accessible to help employees, volunteers and parents identify and manage risks of harm.



**Managing workplace risks is a five-stage process to:**

Establish the context	What is the purpose and intention for the risk management plan
Identify hazards	Discover and document what could cause harm.
Assess risks	Understand- <ul style="list-style-type: none"> <li>the nature of the harm that could be caused by the hazard,</li> <li>how serious the harm could be, and</li> <li>the likelihood of it happening.</li> </ul>
Control risks	Implement the most effective control measure that is reasonably practicable in the circumstances.
Review control measures	Monitor and supervise control measures to ensure they are eliminating or isolating risks as planned.

Once a hazard is identified, the risk assessment process will identify a control measure that takes every reasonable precaution to control the risk, with the hierarchy of risk control informing the control measure selected. Southport State School OSHC will look to adopt the highest level of control available—

Level 1	Eliminate	Remove the hazard and associated risk.
Level 2	Substitute	The hazard with something safer - replace hazard item.
	Isolate	Physically separating the source of harm from people by distance or using barriers.
	Physical modification or design	Uses a mechanical device or process to physically assist and reduce the chance of physical injury or fatigue.
Level 3	Administrative controls	Work methods or procedures that are designed to minimise exposure to a hazard.
	Personal protective equipment (PPE)	Face masks, gloves, aprons and protective eyewear.

The development of risk assessment activities and the management of work health and safety is an ongoing process. Implementation and review of plans can be triggered when:

- 1) it is required by legislation,
- 2) hazards or risks have been identified; or
- 3) there are changes affect work activities that require management.

The Nominated Supervisor will consider a new or revised risk assessment when:

- Changing work practices, procedures or the work environment,
- Purchasing new equipment or using new substances,
- New information about work related risks becomes available,
- Responding to work related incidents (even if they have caused no injury),
- Responding to concerns raised by workers or others at work,
- Required by the relevant regulation or rule.

### Consultation

Educators will be actively involved in ensuring a safe and healthy work environment, being provided with a reasonable opportunity to express their views and contribute to health and safety decisions. This may involve:

- providing a suitable time during work hours for consultation and discussion.
- allowing opinions and perspectives about health and safety to be regularly discussed and considered in meetings.
- providing educators and parents with multiple ways to provide feedback (e.g. email).

The Southport State School P&C Association and Nominated Supervisor will take into account the views of educators and families before making final decisions. However, consultation will not require consensus or agreement, it's purpose is around Southport State School OSHC's leadership to allow contribution for stakeholders before health and safety decisions made.

## Safe Physical Environment

The general design of the facilities is appropriate for quality education and care, and ensures there is adequate temperature control, ventilation, lighting and shade for children and educators' health, safety and comfort.

### Risk Assessment

Southport State School OSHC has developed a comprehensive risk assessment for Southport State School OSHC's indoor and outdoor environment, which establishes a standard for the environment's health and safety.



### Daily Inspections (Checklists)

Prior to each session an inspection of the facilities is carried out (daily safety checklists) to ensure the environment reflects the established standard. Sandpits will be raked prior to use to check for any animal faeces and any potentially dangerous objects.

These checks are documented, and any issues are brought to the attention of the Nominated Supervisor, with the following remediate actions expected—

- Any equipment that is faulty or broken is removed and/or disposed of.
- Any rubbish or hazards are cleaned, or where this isn't possible, the area is isolated.
- Any playground features that are damaged or worn will be isolated and reported to the school for maintenance.

Where an area is isolated because of a hazard-

1. An entry detailing the problem will be entered into the team communication book and Educators will be informed at the daily meeting/catch up, and
2. A hazard report from will be completed and the school will be notified at the earliest opportunity.

### Electrical Safety

The Southport State School P&C Association will ensure the building is inspected periodically for electrical safety including relevant electrical safety devices. The Nominated Supervisor will coordinate and ensure:

- Specified electrical equipment is inspected, tested and tagged by a competent person at recommended intervals and immediately withdrawn from use if it is not safe to use.
- Specified electrical equipment is connected to a type 1 or 2 safety switch. The safety switch must be tested at prescribed intervals and withdrawn from use if not working properly.

Educators will be instructed in the safe use and storage of electrical equipment associated with their work.

### Fire Safety

The Southport State School P&C Association will ensure all fire safety equipment (extinguishers and blankets) are maintained in accordance with the Building Fire Safety Regulation 2008.

Emergency evacuation pathways will be prominently displayed at each exit to the OSHC premises and other indoor areas the Southport State School OSHC use.

The Nominated supervisor will schedule regular training for educators relevant to fire safety procedures at Southport State School OSHC.

### Managing Workplace Hazards (Routine Practices)

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A risk assessment has been developed to addresses the storage and use of any dangerous substances (any chemicals, disinfectants, sanitisers, poisons, corrosive or otherwise toxic substances) located at Southport State School OSHC, and ensures—

- All potential hazardous substances, including cleaning items, are to be—
  - clearly labelled as per manufacturer safety instructions.
  - kept out of reach of children and placed in a child proof storage facility.
- Any unlabelled, unused or unnecessary substances are disposed of in a safe manner.
- All substances stored at Southport State School OSHC have a safety data sheet (obtained from the manufacturer) and are retained in the SDS register.
- Educators will be trained and instructed on the safe use and storage or any relevant substances

Educators will be instructed in the safe use and storage of electrical equipment associated with their work. The Nominated Supervisor will ensure that all fire safety equipment (extinguishers and blankets) are tagged and tested and in accordance with the *Building Fire Safety Regulation 2008*.

### Environment Risks and Management

The Nominated Supervisor will be responsible to ensure that Southport State School OSHC has adequate heating, ventilation and lighting at all times. The Nominated Supervisor will ensure that educators remove all equipment that is faulty or broken.

Prior to use each day, educators will conduct a documented safety check of all indoor and outdoor spaces and equipment to ensure it is safe for use and free from hazards that may cause harm to children or staff. Hazards identified from daily safety checklists will be brought to the Nominated Supervisor's attention by the educator. The Nominated Supervisor will take the appropriate steps and record the event in a hazard report form and forward it to the relevant persons (such as an executive member of the Southport State School P&C Association).

Facilities and equipment assessed to have potential for injury will not be used or action is taken to allow for safe usage. An entry detailing the problem will be entered into the team communication book and all educators will be instructed on any restrictions necessary on use of equipment or areas.

### **Manual Handling**

Management will ensure that all team members have adequate training in relation to safe lifting and manual handling techniques used at Southport State School OSHC. Educators must use lifting equipment (e.g. hoist, devices with wheels) as advised by management for use.

The Nominated Supervisor will ensure that appropriate lifting and manual handling techniques are practised by educators and/or volunteers. Educators must inform the Nominated Supervisor if they have any medical or health issues that may place them at risk of injury when lifting or moving people/objects. Information regarding appropriate lifting and manual handling techniques will be made accessible to educators through the orientation and induction process, and through ongoing displays of safe techniques.

Should lifting equipment (e.g. hoists) be required, relevant training and instruction will be provided. These resources should only be used as intended.

### **Disposing of Sharps or Other Dangerous Objects**

'Sharps' refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass. An injury from a needle-stick can expose a person to blood-borne viruses.

Where a needle/sharp hazard (including broken glass that may be contaminated with blood) are found on the premises, the safe disposal procedures will be carried out by an educator or responsible person—

1. Move children away from the area.
2. Ensure there is space to move and clearly observe the sharp.
3. Put on disposable latex or vinyl gloves that do not interfere with dexterity.
4. Grabbers or other implements should not be used. A stick may be used to carefully separate multiple sharps.
5. Bring the sharps container to the syringe, placing it on an even surface beside the object (syringe/sharp)
6. Use gloved hand to pick up the syringe by the middle of the barrel. Do not use a brush to sweep the syringe, as the sweeping action can cause the object to flick into the air causing additional risk.
7. Place the syringe in the container sharp end first.
8. Securely place the lid on the container and ensure it is sealed. Hold the container by the top when carrying.
9. Dispose of the container by putting in an industrial bin or taking it to a public sharps disposal bin. Ensure it is stored appropriately while in transit.

If an educator is injured by a used needle:

- Wash with running water and soap as soon as possible.
- Apply a sterile waterproof dressing.
- Seek medical advice.
- Follow the safe disposal procedures as above and take the needle or syringe with you to the doctor.

A sharps container is available at Southport State School OSHC and is a receptacle intended for the collection and disposal of sharps. It is—

- Rigid-walled, puncture-proof, and sealable,
- Yellow in colour,
- Labelled as 'sharps' or 'infectious waste', and
- Carries the biohazard and AS/NZS symbols.

### **Biological Hazards**

Southport State School OSHC has relevant protocol and procedures for addressing biological hazards such as bodily fluids (e.g. urine, blood, etc). These are set out in [2.7 Infectious Diseases](#).

### **Psychosocial Hazards**

The Approved Provider, so far as is reasonably practicable, must ensure educators and other persons are not exposed to risks to their psychological or physical health and safety and must eliminate psychosocial risks in the workplace, or if that is not reasonably practicable, minimise these risks so far as is reasonably practicable.

Psychosocial hazards that may arise include:

- work-related stress due to:
  - job demands,
  - poor support,
  - lack of role clarity,
  - poor organisational change management,
  - inadequate reward and recognition.
- Bullying.
- Violence and aggression.
- Harassment including sexual harassment.
- Conflict or poor workplace relationships and interactions.

Stress itself is not an injury but if it becomes frequent, prolonged or severe it can cause psychological and physical harm. Psychological harm or injuries from psychosocial hazards include conditions such as anxiety, depression, post-traumatic stress disorder (PTSD) and sleep disorders. Physical injuries from psychosocial hazards include musculoskeletal injury, chronic disease, and physical injury following fatigue-related workplace incidents.

In addressing these risks, the Approved provider will ensure a risk management process is conducted, consistent with procedures listed within this policy, to ensure the service maintains a supportive environment for its staff, children and families.

The protection of children, and the promotion of their safety and wellbeing is covered by many practices outlined in the relevant policies within Policy Group 2.

Expectations of conduct are clearly contained within relevant policy, including the service's code of conduct ([4.6 Code of Conduct](#) and [5.1 Interactions and Relationships with Children](#)). At all times interactions between workers will be expected to be respectful, courteous and professional.

Instances of harassment and bullying will be taken seriously. Employees have access to complaints mechanisms to support their access to a fair and reasonable workplace environment. Any workplace issues can be addressed to the Nominated Supervisor or Approved Provider free of reprisal or victimization.

Employee's will be fairly managed and have opportunities to address performance and workload issues in appropriate forums, including regular performance review meetings and plans.

## **Legal and Regulatory Foundation**

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law:**
  - s.165 Offence to inadequately supervise children
  - s.166 Offence to use inappropriate discipline
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.155 Interactions with children
  - R.156 Relationships in groups
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed

- R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA2 – Children’s health and safety
  - QA7 – Governance and Leadership

#### Additional Regulatory Context and Guidance

- Work Health Safety Act 2011 (Qld)
- [Department of Education Queensland - Safe handling and disposal of needles and syringes](#)
- Workplace Health Safety Queensland Codes of Practice:
  - [How to manage work health and safety risks](#)
  - [Work health and safety consultation, cooperation and coordination](#)
  - [Managing the risk of psychosocial hazards at work](#)
  - [Managing risks of hazardous chemicals in the workplace](#)
  - [Preparation of safety data sheets for hazardous chemicals](#)

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)  
[2.2 Supervision and Educator Ratios](#)  
[2.3 Safe Arrivals and Departures of Children](#)  
[2.4 Incident, Illness, Injury or Trauma](#)  
[2.5 Administration of First Aid](#)  
[2.6 Water Safety](#)  
[2.7 Infectious Diseases](#)  
[2.8 Hygiene, Health and Wellbeing Practices](#)  
[2.9 Medical Conditions in Children](#)  
[2.10 Medication Administration](#)  
[2.11 Sun Safety](#)  
[2.12 Safe Food Handling, Preparation and Storage \(Food Safety Program\)](#)  
[2.13 Emergency Evacuation, Lockdown and Drills](#)  
[2.14 Child Protection and Mandatory Reporting](#)  
[4.4 Code of Conduct](#)  
[4.7 Fit for Work](#)  
[4.8 Employee Underperformance, Misconduct and Disciplinary Actions](#)  
[4.9 Workplace Bullying, Discrimination and Sexual Harassment](#)  
[7.5 Governance and Management](#)  
[7.6 Privacy and Confidentiality of Records](#)

## Appendices and Forms

[Indoor Safety Checklist](#)  
[Outdoor Safety Checklist](#)

Policy 7.13 Workplace Health and Safety				
Endorsed By: Southport State School P&C Executive Committee				
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## 7.14 Service Closure

### Policy Statement

Southport State School OSHC acknowledges that there may be times when the OSHC is required to close due to both planned and unforeseen circumstances. Southport State School OSHC recognises that effective communication and management procedures must be established to meet family expectations, provider requirements and to uphold the safety and care for children.

The Southport State School P&C Association recognises the obligation to comply with *Family Assistance Law*, *Education and Care Service National Law Section 174* and *Education and Care Services National Regulation 175* in notifying the Regulatory Authority of service closures.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure the safety and protection of stakeholders accessing Southport State School OSHC.</li><li>• Ensure stakeholders (including government bodies) are suitably notified of any closures, disruptions due to emergency events, or another time Southport State School OSHC cannot operate.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Ensure Southport State School OSHC is able to fulfil its duty to protect from harm. Where extreme and emergency events hinder the ability to care for children, ensure the safety and protection of children through sound management of service closure.</li><li>• Deliver sound professional judgement and provide accurate information to the Southport State School P&amp;C Association in consulting service closures.</li><li>• Ensure communication with families and stakeholders adequately notifies of service closure and other relevant requirements.</li></ul>

### Procedures

Southport State School OSHC will operate as per the approved and advertised opening hours for each session of care where Child Care Subsidy is claimed unless there is an appropriate reason (i.e. emergency closure) and notification is given to:

- the Regulatory Authority (Queensland Government Department of Education - Early Childhood Education and Care); and
- the Australian Government Department of Education.

Southport State School OSHC will not close early due to children being collected prior to the approved and advertised closing time unless prior approval has been granted by the Regulatory Authority (Department of Education - Early Childhood and Community Engagement) and the Australian Government Department of Education and Training.

### Emergency Closure

Closure of Southport State School OSHC may occur in the following instances:

- Extreme weather conditions,
- Emergency situation, such as fire or other external threat,
- Loss of power and/or water.

Determination for closure will be made in consultation with the Southport State School P&C Association and/or emergency services personnel, if relevant.

## Parent Communication

In the case of immediate closure of Southport State School OSHC, the Nominated Supervisor will:

- Contact families to collect the children from Southport State School OSHC,
- Ensure the safety of all children and educators involved; and
- Notify the Regulatory Authority and Australian Government in accordance with *Policy [7.7 Managing Notifications](#)*

In the case of planned (or upcoming) closure, the Nominated Supervisor will:

- Communicate with families as soon as reasonably practicable,
- Provide information for the reason for closure; and where possible
- Provide anticipated timelines to the disruption.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.174 Offence to fail to notify certain information to Regulatory Authority
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- Family Assistance Law
- Department of Education – Child Care Providers Handbook

## Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)  
[7.5 Governance and Management](#)  
[7.1 Nominated Supervisor](#)  
[7.2 Determining the Responsible Person](#)  
[7.6 Privacy and Confidentiality of Records](#)

Policy 7.14 Service Closure				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.14-2024/1 - Combined previous policies 10.12 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.15 Social media and ITC Usage for the Service

### Policy Statement

Southport State School OSHC acknowledges a key role technology plays in the community and business, especially as a tool for communication. Therefore, the Southport State School P&C Association will support the effective and safe use of technology through suitable policies and procedures to ensure devices and tools are used appropriately and in the best interests of the children, families and employees who use Southport State School OSHC.

Southport State School OSHC recognises that their IT equipment is a critical resource in managing the privacy and confidentiality of business, family and employee information. Southport State School OSHC is committed to ensuring the management and use of equipment upholds the obligation and commitment to information handling. Likewise, Southport State School OSHC understands that social media networking and other online communication platforms are an effective method for communicating with families who use Southport State School OSHC. In doing so, Southport State School OSHC is committed to ensuring and promoting safe and positive communications.

The established guidelines, policies and procedures for:

- the administration of the OSHC social media pages/sites with the intention to ensure communication is respectful, ethical and is consistent with the purpose of community engagement principles.
- supporting the interaction and relationship of stakeholders and employees of Southport State School OSHC to uphold safety and protection.

Employees will be guided on expectation for the use of communication mediums (i.e. social media platforms) that could interfere with their employment and obligations and an employee. Southport State School OSHC acknowledges that employees may access social networking sites (such as Facebook, Twitter, Instagram, etc.) to interact with friends, colleagues, and the community. This policy aims to establish guidelines on the access and usage of online social networking, with the aim upholding safety, protection and reputation for Southport State School OSHC and its stakeholders.

For the purposes of this policy 'social media' and online communication will refer to any online tool, functions or platform that allow people to communicate via the internet. This includes, but is not limited to, applications such as:

- Social networking sites (e.g. Facebook, Pinterest, LinkedIn, Instagram);
- Video and photo sharing (e.g. YouTube)
- Messaging platforms (Snapchat, Messenger)
- Blogging sites, forum or discussion boards (e.g. Twitter, Reddit)
- Online gaming

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Provide guidance and expectations on the use of technology, devices and social media etc. to support the safety and protection of children, families, employees and the business reputation.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Respond and communicate instances of non-compliance.</li><li>• Ensure Southport State School OSHC's equipment and practices reflect the obligation of confidentiality and privacy owed to stakeholders.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Ensure children are provided with suitable supervision to support the expectations of Southport State School OSHC social media and ITC policy.</li></ul>

### Procedures



## Infrastructure and Technology

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Sufficient and suitable equipment is available for educators to complete relevant tasks, such as programming and documentation.

Educators are not to use personal devices for any documents or material that may contain the personal information of children and families, this includes—

- a) Taking pictures on phones.
- b) Writing observation on personal devices.
- c) Emailing/messaging parents from personal accounts.

To remove any doubt, personal devices may be used for work activities that do not store or save children and families personal information, for example—

- Attending a webinar.
- Researching programming ideas.
- Communicating staffing arrangements.

Where an educator believes additional equipment is needed, they should communicate this to the Nominated Supervisor.

## Communication and Information Sharing with Families

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### **Child Care Software**

Southport State School OSHC upholds requirements for privacy and data by using reputable child care software to collect and store the substance of family's personal and sensitive information (i.e. enrolment information). This system is password protected and allows parents to more easily access the information retained by Southport State School OSHC.

### **Email (or other Messaging)**

At times, communication with families will occur via email. Where Southport State School OSHC's representatives use email to communicate, this must only occur on accounts owned and managed by Southport State School OSHC.

### **Social Media**

Misuse of social media can have serious consequences for the Southport State School P&C Association, Southport State School OSHC, its employees and families, therefore any party that posts negative or defamatory comments on Southport State School OSHC's social media sites will be reported to Nominated Supervisor.

Southport State School OSHC will use social media to support and enhance rather than replace already established and effective family communication methods. Through the Family Handbook, information will be provided regarding expectations for family communication with Southport State School OSHC, which may include comments and posts through social media.

In giving general consent, families must authorise in writing, the sharing and publication of information, photos and/or images of their child, prior to being posted on any social media sites.

Southport State School OSHC social media site will be used as a tool for sharing information and program updates with Southport State School OSHC families and may include (but not be limited to) the following:

- General Southport State School OSHC notices and reminders,
- Promotion of upcoming Southport State School OSHC and/or community events,
- Seeking ideas and suggestions on Southport State School OSHC program and operations,
- Providing important links and information relating to children's health and wellbeing,
- Reaffirming details provided through other family communication sources such as newsletters, notices and flyers; and/or
- Photographs depicting daily events, environment and activities.

The Southport State School P&C Association will authorise the establishment of all Southport State School OSHC social media communication methods using the following guidelines for administration:

- A maximum of two administrators will be delegated to approve and monitor social media activity,

- Privacy settings will be defined to ensure delegated administrators approve any posts before being made public; and
- Inappropriate posts and comments will be deleted and dealt with in accordance with this policy and procedures.
- Delegated administrators will have discretion to approve/deny access to Southport State School OSHC's social media site.

Good judgement and common sense must be used to ensure the reputation of Southport State School OSHC, its employees and stakeholders are not harmed when communicating through social media. Once something is placed online, it spreads quickly and cannot be retracted.

Educators and volunteers engaged with Southport State School OSHC must authorise in writing, the sharing and publication of information, photos and/or images of themselves, prior to being posted on any social media sites.

Administrators of Southport State School OSHC's social networking page will adhere to the following guidelines:

- Only families enrolled with Southport State School OSHC will be invited to access information,
- Under no circumstances are children attending Southport State School OSHC to be invited to participate in Southport State School OSHC's social networking site without explicit consent of their parents,
- Only Information and/or comments relating to the activities and operations of Southport State School OSHC will be posted on Southport State School OSHC's social networking site,
- Authorisation of families must be obtained before images of children can be considered for upload,
- Only community members known to Southport State School OSHC will be invited i.e., teachers, school leaders etc.

Where an educator becomes aware of a child being impacted or a risk of harm from an online setting (i.e. disclosure of cyber-bullying), then Southport State School OSHC will inform the parent of this information at the earliest convenience.

## Employee Social Media and Online Communication

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### Responsibility

All employees have a duty to uphold the reputation and interests of Southport State School OSHC beyond the hours they are at work (see [4.4 Code of Conduct](#)). Educators have a responsibility to ensure their conduct is compatible with their employment obligations when using social media for personal use.

Communication and information sharing via social media or otherwise has the potential to harm either a child/family or Southport State School OSHC's reputation. Any instances of a child or their family's privacy, reputation or safety being compromised will be treated very seriously. Employees engaging in this conduct will be subject to disciplinary action, up to and including termination.

### Boundaries for Online Communication and Interactions

There should not be any personal interaction with children of Southport State School OSHC via social media, including being 'friends' or following accounts etc. If a child of Southport State School OSHC attempts to interact with an educator, they should—

- not respond,
- review their privacy settings, and
- notify the Nominated Supervisor who will communicate the service's expectation with the family.

Southport State School OSHC's name or identity cannot be mentioned in online posts or other online commentary, either directly or implied.

Employees should not discuss or disclose work-related matters in any public forum. Harmful, threatening, suggestive or harassing comments made about fellow employees or stakeholders will be viewed as cyberbullying (unlawful conduct) and will prompt disciplinary action;

Photos of employees in work uniform are not to be placed online; and If anything is posted online by others which may harm the reputation of Southport State School OSHC, its employees or stakeholders, and an employee has the capacity to delete such information, the Southport State School P&C Association asks that you do so immediately.

### Reporting Breaches

If any employees become aware of:

- conduct or communication that breaches this policy; or
- finds any online material that is potentially dangerous or damaging to the image or people of Southport State School OSHC.

Then, the employee should immediately report this information to either the Nominated Supervisor or Southport State School P&C Association. This disclosure should not be shared with others.

Employees who are also family members of children/service users may be excluded from this condition. Disclosure of the relationship with families and children of the service is **essential**. In these extenuating circumstances, the social media responsibilities will be managed on a case-by-case basis by the Nominated Supervisor or Southport State School P&C Association.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.174A Prescribed information to accompany notice
  - R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities.

### Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Criminal Code Act 1899 (Qld)
- Online Safety Act 2021 (Cth)

## Related Policies and Procedures

[2.15 Safe Online Environments for Children](#)

[4.4 Code of Conduct](#)

[4.7 Fit for Work](#)

[7.13 Workplace Health and Safety](#)

Policy 7.15 Social media and ITC Usage				
Endorsed By: Southport State School P&C Executive Committee				
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7.15-2024/1 - Combined previous policies 10.9 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.16 Asset Management

### Policy Statement

In order to have sound financial management, meet the requirements of auditing and insurance and for the benefit of future planning, Southport State School OSHC will maintain an asset register. The register will be maintained by the Nominated Supervisor and will itemise the non-consumable assets of Southport State School OSHC.

The register will be reviewed and updated every 6 months, in accordance with the financial year of audit. The date of review will be recorded in the asset register

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Authorise the disposal of significant asset write-off/disposal</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Maintain Southport State School OSHC's asset register – including review, updating and disposal changes.</li></ul>

### Procedures

The Nominated Supervisor will maintain an accurate register of the significant (capital) belongings of Southport State School OSHC. The register will include categories such as:

- Furniture,
- ICT Equipment,
- Outdoor/sporting Equipment,
- Kitchen/cooking Equipment; and
- Child-related resources (other than consumables).

### New Assets

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

- Name or Description,
- Asset code,
- Date of purchase,
- Item Type (Categorised),
- Purchase price,
- Supplier; and
- Warranty terms (if applicable).

### Asset Review

To support the accuracy of the register a review and inspection of assets listed on the register will be undertaken at least every six months and will include notes of any issues identified and/or disposal of the asset.

Stocktakes of consumable items owned by Southport State School OSHC such as food or arts and crafts materials will be conducted as required but no less than annually for audit purposes.

## Disposal of Items

Items may be disposed of when they are damaged, aged or unsuitable for their purpose.

In the event that items are in need of disposal, the Nominated Supervisor will reflect this outcome in the asset register and record the reasons for the disposal

Any asset being disposed of with a value greater than \$500 will be included in either direct communication or formal reporting, such as financial report or Coordinator report to the Southport State School P&C Association.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA3 – Physical environment
  - QA7 – Leadership and Management

## Related Policies and Procedures

[3.1 Space and Facilities Requirements](#)

[7.1 Nominated Supervisor](#)

[7.5 Governance and Management](#)

[7.9 Budgeting, Procurement and Financial Planning](#)

Policy 7.16 Asset Management				
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7.16-2024/1 - Combined previous policies 10.7 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.17 Self-Assessment and Quality Improvement

### Policy Statement

Southport State School OSHC acknowledges and recognises that continuous improvement is an integral part of the National Quality Framework. Southport State School OSHC will take a proactive approach to establish effective processes and systems for evaluating and reviewing current practices and identifying areas and opportunities for improvement. Southport State School OSHC recognises self-assessment and continuous improvement is an ongoing process, building upon previous efforts and plans.

The Southport State School P&C Association expects the Nominated Supervisor and educators will actively work towards developing a culture of critical reflection, self-assessment and continuous improvement in every aspect of Southport State School OSHC operations.

The Southport State School P&C Association will ensure Southport State School OSHC's Quality Improvement Plan is developed, reflecting an assessment of the quality and area of improvement that has been identified. The Southport State School P&C Association will be supported by the Nominated Supervisor, educators and OSHC Committee members in developing and reviewing the document at least annually to maintain compliance with *Education and Care Services National Regulations 55 and 56*.

### Roles and Responsibilities

Approved Provider	<ul style="list-style-type: none"><li>• Ensure a QIP is developed and reviewed at least annually, and fulfils the requirements outlined in legislation.</li></ul>
Nominated Supervisor	<ul style="list-style-type: none"><li>• Support a culture of continuous improvement and high-quality expectation.</li></ul>
All Staff	<ul style="list-style-type: none"><li>• Provide copy of QIP as requested by the Regulatory Authority.</li></ul>

### Procedures

#### Culture of Continuous Improvement

The Nominated Supervisor and educators will be empowered to identify and respond to opportunities for continuous improvement, which includes continuous monitoring of the quality of collective and individual educator practices.

As part of Southport State School OSHC's overall continuous improvement process, all standards and elements of the National Quality Standard will be reviewed on a regular basis in order to identify:

- Effectiveness of current practice in delivering quality outcomes for children, families and educators,
- Improvements to current practices, procedures and routines; and
- Changes to be implemented as a result of review.

The Nominated Supervisor will be delegated to instruct and manage educators to improve any aspects of practice that has been identified. Where significant changes are required the Nominated Supervisor will communicate intentions to the Southport State School P&C Association.

#### Quality Improvement Plan (QIP) Development and Review

All stakeholders (management, educators, families and children) will be encouraged to be involved in Southport State School OSHC's continuous improvement process with ideas and suggestions for practice improvements welcomed.

The Southport State School P&C Association will ensure that a Quality Improvement Plan is prepared and maintained for Southport State School OSHC that:

- Contains a statement of philosophy of the service,

- Includes the assessment of the quality of practices of the service against the National Quality Standard and the National Regulations,
- Identifies the areas requiring improvement, goals and the steps to improve; and
- Maintains notes with dates of the progress being made.

The Southport State School P&C Association will ensure that Southport State School OSHC's Quality Improvement Plan is reviewed and revised:

- At least annually, and/or
- Whenever directed by the Regulatory Authority

The Nominated Supervisor is responsible for ensuring all relevant improvement actions are documented in Southport State School OSHC's QIP. The Nominated Supervisor will provide reviewed versions of the QIP to the Southport State School P&C Association

## QIP Access

The Southport State School P&C Association will submit Southport State School OSHC's current Quality Improvement Plan to the Regulatory Authority on request.

The QIP will be accessible to educators, families and other relevant stakeholders for review and feedback.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### **National Quality Framework**

- **Education and Care Services National Law**
- **Education and Care Services National Regulations:**
  - R.55 Quality Improvement Plans
  - R.56 Review and revision of quality improvement plans
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
  - QA1 – Educational program and practice
  - QA2 – Children's health and safety
  - QA3 – Physical environment
  - QA4 – Staffing arrangements
  - QA5 – Relationships with children
  - QA6 – Collaborative partnerships with families and communities
  - QA7 – Leadership and Management

### **Additional Regulatory Context and Guidance**

- My Time, Our Place Framework for School Age care in Australia V2, 2022

## Related Policies and Procedures

[6.5 Interactions and Communication with Families](#)

[7.1 Nominated Supervisor](#)

[7.3 Educational Leader](#)

[7.4 Leading Compliance and Quality Assurance](#)

[7.5 Governance and Management](#)



Endorsed By: Southport State School P&C Executive Committee				
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7.17-2024/1 - Combined previous policies 10.13 - Updated format and enhanced procedures	23.07.2024	13.08.2024	13.08.2024	July 2024

## 7.18 Managing Concerns of Harmful Sexual Behaviours

### Policy Statement

Southport State School OSHC is committed to ensuring a child-safe environment that acts to ensure children attending OSHC are safeguarded from harm. In doing so, Southport State School OSHC's policies draw upon the National Principles of Child Safe Organisations, recognising our role and obligation to addressing risks of harmful sexual behaviours.

The term 'harmful sexual behaviours' refers to a range of behaviours that are outside the expected range of sexual behaviour for a child or young person's level of development. Harmful sexual behaviours include but are not limited to—

- acts that problematic to a child's own development (compulsive masturbation or inappropriate nudity),
- violations of privacy,
- exposure to sexual materials, or
- forced or coercive sexual acts (such as sexual assault).

These behaviours are very serious as they can cause significant harm to other children. They can also be indicator of a child or young person having been harmed themselves and may place the child displaying such behaviours at risk of sexual exploitation.

The purpose of this policy is to complement adjacent policy and recognise the unique response required for children displaying problematic or harmful sexual behaviours. The procedures contained set out—

- how Southport State School OSHC increases the knowledge of educators and stakeholders to better identify behaviours, and
- clear steps to be taken in response to concerns around a child's behaviours.

### Key Tasks and Responsibilities

Awareness and understanding	The Southport State School P&C Association will ensure Southport State School OSHC has suitable resources and materials available to support the Nominated Supervisor to guide the understanding of harmful sexual behaviours. While primarily instruction is provided to educators, material will be made available to parents and other relevant stakeholders.
Responding to concerns	The Nominated Supervisor (or the Responsible Person in their absence) will take the lead in listening to and actioning a response to allegations of harmful sexual behaviours. Southport State School OSHC's representatives will liaise with parents, and if needed, other professionals to ensure children are protected and are supported to access suitable assessments or interventions.

### Procedures

#### Education and Prevention

##### Initial Instruction

Consistent with the procedures set out in [2.14 Child Protection and Mandatory Reporting](#), all educators/staff will receive instruction around identifying child abuse, including child sexual abuse, upon commencement.

##### Further Training and Resources

Initial training and instruction is complemented by a range of additional learning materials to promote a robust understanding of harmful sexual behaviours, including—

- Online learning modules or webinars.
- Contemporary guidelines and information papers from reputable sources.

Due to the collective nature of additional training, these sessions and resources are typically made available at periodic points throughout the year in a planned approach to professional development. Where circumstances suggest further training or support is required, Southport State School OSHC will prioritize the availability of these.

At a minimum, contact details for True (<https://www.true.org.au/>), as the organisation with the most relevant expertise to this context, will be maintained as an initial avenue for information and support. This is complemented by Southport State School OSHC's leadership team collating any other relevant local community supports, primarily to parents, should interventions or therapeutic support be required.

### **Effective Supervision**

Southport State School OSHC's environment and embedded practices support educator's knowledge to address the risks of children being exposed to harmful sexual behaviours. Southport State School OSHC continues to critically reflect on opportunities to increase the integrity of supervision to ensure children are cared for in a safe and supportive environment.

## **Responding to Concerns of Harmful Sexual Behaviours**

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While every effort is taken to reduce the likelihood of a child being exposed to harmful sexual behaviours, Southport State School OSHC remains open to the possibility that it may occur and treats any concerns very seriously.

### **Identified by the Service**

1. Where an educator becomes aware of an instance of harmful sexual behaviour possible occurring at Southport State School OSHC, they will follow the steps set out in [2.4 Incidents, Illness, Injury or Trauma](#) to—
  - a. redirect any children,
  - b. offer support as needed, and
  - c. document the events.
2. Relevant parents will be notified of the incident at the earliest convenience (but within 24 hours). Likewise, depending on the seriousness, notification to the Regulatory Authority may also be submitted.
3. In holding concerns of harmful sexual behaviour, the Nominated Supervisor (or if timeline requires, Responsible Person) will consider Southport State School OSHC's capacity to maintain the safety of children. Should Southport State School OSHC reasonably believe children's safety or wellbeing may be risked, the child's enrolment will be suspended, pending further guidance, management action and planning.
4. Should any Southport State School OSHC representatives believe the child is in need of protection, the steps set out in [2.14 Child Protection and Mandatory Reporting](#) will be followed.

### **Complaint of Harmful Sexual Behaviours**

Consistent with the [6.3 Feedback and Complaints Handling](#) policy, both children and parents can raise their concerns with a representative of Southport State School OSHC at any time. All representatives of Southport State School OSHC (Nominated Supervisor, educators etc.) will treat any concerns or complaints seriously – taking the appropriate action—

1. While the Nominated Supervisor is the preferred contact, upon receiving relevant concerns or complaints relating to harmful sexual behaviours (as defined in this policy), educators or other representatives, should immediately inform the Nominated Supervisor (or in their absence, the Responsible Person).
2. Details of relevant behaviours and incidents will be documented by Southport State School OSHC, using the Complaints Record.
3. The Nominated Supervisor (or Responsible Person) will notify a representative of the Southport State School P&C Association at the earliest convenience to develop a response plan, including the person(s) responsible for specific tasks and will be based on the information available to—
  - a. Ensure the safety of children of Southport State School OSHC.
  - b. Comply with notification and/or reporting requirements.
  - c. Collect relevant information to assess the veracity of the complaint.
4. Should information indicate the safety or wellbeing of children attending Southport State School OSHC be at risk and is beyond the capacity of Southport State School OSHC to ensure protection, a decision may be made to suspend the relevant child's enrolment, pending further guidance, management action (including an investigation) and planning.

5. Parents of the child alleged to have displayed harmful sexual behaviours will be notified of the details of the concerns/complaint and offered relevant contacts for community support. Should Southport State School OSHC believe the child is need of protection, the steps set out in [2.14 Child Protection and Mandatory Reporting](#) will be followed.
6. Once relevant information and guidance has been collated and established, the Southport State School P&C Association, in collaboration with the Nominated Supervisor will determine the appropriate outcome to provide care that safeguards all children attending Southport State School OSHC, this may include but is not limited to the development of behaviour/care plans.
16. All documentation, communication and reports will be stored confidentially, as set out in 7.6 [Privacy and Confidentiality of Records](#) policy - via a password protected system.

## Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

### National Quality Framework

- **Education and Care Services National Law:**
  - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
  - R.84 Awareness of child protection law
  - R.85 Incident, injury, trauma and illness policies and procedures
  - R.86 Notification to parents of incident, injury, trauma and illness
  - R.87 Incident, injury, trauma and illness record
  - R.168 Education and care service must have policies and procedures
  - R.170 Policies and procedures to be followed
  - R.171 Policies and procedures to be kept available
  - R.172 Notification of change to policies or procedures
  - R.173 Prescribed information to be displayed
  - R.174 Time to notify certain circumstances to Regulatory Authority
  - R.174A Prescribed information to accompany notice
  - R.181 Confidentiality of records kept by approved provider
  - R.183 Storage of records and other documents
- **National Quality Standard:**
  - QA2 – Children's health and safety
  - QA7 – Governance and leadership

### Additional Regulatory Context and Guidance

- [National Principles for Child Safe Organisations](#)
- [Volume 10, Children with harmful sexual behaviours of the Royal Commission into Institutional Responses to Child Sexual Abuse](#)

## Related Policies and Procedures

- [2.1 Providing a Child Safe Environment](#)
- [2.14 Child Protection and Mandatory Reporting](#)
- [6.2 Enrolment and Orientation](#)
- [6.7 Feedback and Complaints](#)
- [7.6 Privacy and Confidentiality of Records](#)
- [7.7 Managing Notifications](#)

Policy 7.18 Managing Concerns of Harmful Sexual Behaviours				
Endorsed By: Southport State School P&C Executive Committee				
Version and reason for change	Date endorsed	Date implemented	Date families notified	Date of review
7.18-2024/1 - new policy to meet regulatory requirements	23.07.2024	13.08.2024	13.08.2024	July 2024