



# Employee Handbook

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Currumbin State P&C Association

A.B.N 79377186227

6 Philip Street

Currumbin QLD 4223

[currumbinkidsclub.com.au](http://currumbinkidsclub.com.au)



## Welcome the Currumbin Kids Club

It is a pleasure to have you as part of our team. We believe that each employee contributes directly to the growth and success of the Currumbin Kids Club, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies and procedures. Employees should become familiar with the contents of the Employee Handbook as soon as possible, for it will answer many questions about employment with the Currumbin State School P&C Association.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organisation. This guide will help you to better understand our vision for the future of our business and the challenges that are ahead. We hope it will also demonstrate our commitment to our community. We play a key role in building and strengthening our community through the relationships we foster. Your role in our service is vital in that endeavour.

We trust that your experience here will be enjoyable and rewarding.

Again, welcome!

Currumbin P&C Association

**EMPLOYEE COMMITMENT FORM**

I understand that this Employee Handbook describes valuable information about the policies and procedures of the Currumbin State School P&C Association. I will read it carefully and refer to it during my employment.

I acknowledge that I should consult with the Co-ordinator regarding any questions I may have regarding this Employee Handbook.

I appreciate that the information described in this Employee Handbook is subject to change from time to time and that those changes will be communicated to employees.

I have received this Employee Handbook and I understand that it is my responsibility to read and comply with the policies and procedures contained in it with all revisions that may be made to it. I understand that my compliance with the policies and procedures in this Employee Handbook is an essential term of my employment.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Employee Name

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Date

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# About our Service

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## Our Philosophy

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Currumbin Kids Club in partnership with the P&C and the school, provides quality care for students enrolled in our Service.

We provide a safe, secure and supportive environment for children, parents/carers, and staff. Open discussion is valued and encouraged.

We recognise freedom of choice in experiences, balanced with an age-appropriate program and opportunity to support child-initiated activities. Children are encouraged to participate and express themselves in all forms of play and leisure including imaginative, creative, active and nature play.

We value diversity and welcome cultural input and participation from our families. A range of culturally diverse activities are offered to promote multicultural understanding and the importance of Indigenous culture.

We support children to become independent and confident members of the local and wider communities.

In all aspects of the Currumbin Kids Club, Educators act as role models for the children to support the Currumbin State School expected behaviours of being safe; being responsible and being respectful.

For more information on this Service's philosophy, please see Policies and Procedures.

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## Our Goals for Children

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Our goals are based on the outcomes for children outlined in the 'My Time, Our Place' Framework for School Aged Care. Our goals encourage children to:

**Have a strong sense of identity** – The Service aims for each child to feel safe, secure and supported, to develop their capacity for self-regulation, to succeed when they are faced with challenges, to respect others and to experience a strong sense of self-worth and belonging.

**Be connected with and contribute to their world** – The Service demonstrates awareness of connections, similarities and differences between people and to respond in positive ways by encouraging children to express their opinions, listen to others and to respect diverse perspectives.

**Have a strong sense of wellbeing** – The Service aims to support children to develop self-regulation, to manage their emotions in ways that show care, understanding and respect for the feelings and needs of others, and to take increasing responsibility for their own health and physical wellbeing.

**Be confident and involved learners** – The Service aims to support children to use reflective thinking to consider why things happen and what can be learnt from experiences, to communicate and make visible their ideas and theories, to collaborate with others, and to model reasoning, predicting and problem solving; and

**Be effective communicators** – The Service aims to develop children's ability to convey and construct messages with purpose and confidence, resolve conflicts and follow directions by modelling, and encouraging children to express themselves effectively in a range of contexts and for a range of purposes.

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## Nominated Supervisor Details

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**The Nominated Supervisors for Currumbin Kids Club is Carone Anderson.**

The Nominated Supervisor has responsibility under the Education and Care Services National Law Act (2010) and Regulation (2011) for the day-to-day management of the service. They oversee and support the team of Educators as well as any Responsible Persons placed in day-to-day charge and the Educational Leader. The Nominated Supervisor has specific legal obligations regarding health and safety, programs, providing food, managing employees, compliance, Quality Improvement and liaising with families.

**Carone's contact number: 0408 688 071**

**Currumbin Kids Club number: 0434 125 461**

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## Our Approved Provider

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**The Approved Provider for Currumbin Kids Club is Currumbin State School P&C.**

Parent/carer participation is encouraged throughout all aspects of the service. The P & C Executive are the Approved Provider for the service and the employer of all staff including the Nominated Supervisor/Responsible Person, Educational Leader and Educators. The Approved Provider has responsibility under the Education and Care Services National Law Act (2010) and Regulation (2011) for the management and control of the service.

Parent/carer participation is encouraged in all aspects of the Service. A parents/carers sub-committee supports the staff and the P&C Licensee with the day to day running of the Service. Members of the Sub-Committee must be members of the Currumbin State School P&C Association. The election of the Sub-Committee is held at the OSHC (Out of School Hours Care) meeting following the P&C AGM (in March). P&C Meetings are held on the third week of every month at 6pm on a Monday (check school website calendar).

Policies and management issues or complaints should be directed to the P&C via the grievance policy outlined in this manual.

From time to time we review aspects of the service such as Policies and Procedures for which we ask for employees to participate in several ways, including committees and surveys. Your participation not only allows you to have your say, but it is also ensuring that our service is the best it can be.

A Strategic Plan has been developed for our Service. It is briefly reviewed at each monthly meeting, with a full review conducted once a year at the meeting after the AGM. All stakeholders involved in the Service are involved in the Strategic Plan.

Employees are welcome to attend meetings of the Approved Provider.

An Employee Grievance Procedure is outlined elsewhere in this manual.

### **2025 P&C Board**

P&C President – George Kyriakakis

P&C Vice President – Daniel Jeffries & Sam Burgess

P&C Secretary – Devina Gleeson

P&C Treasurer – Brian Cosgrove

[pandc@currumbinss.eq.edu.au](mailto:pandc@currumbinss.eq.edu.au)

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# Employment Matters

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## Alcohol and Drugs

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Employees are not permitted to work under the influence of alcohol or drugs, including prescription medication. Any employee thought to be under the influence of alcohol or drugs will be asked to leave immediately. Employees may also be required to undertake a fit for work examination. The Approved Provider reserves the right to seek advice from an employer's association on action to be taken in such occurrences.

Employees are to notify the Nominated Supervisor or Responsible Person if they are diagnosed with a medical condition or prescribed medication that may impact their capacity to perform duties as reasonably required.

**See Fit for Work Policy 8.17**

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## Annual, Study or Practicum Leave

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Employees must apply for leave in writing (in an approved format) to the Nominated Supervisor/Responsible Person, at least two weeks in advance (other than sick leave where it is expected that notice is given as soon as possible prior to shift commencement). Permission will be given after consideration has been given to staffing arrangements required within the service. Payment for leave will be in accordance with Award conditions as per Individual Employment Agreements. Every effort will be made to grant urgent leave at short notice.

**See Employee Leave Policy 8.11**

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## Award

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All Educators are paid under the Parents and Citizens Association Award – State 2016.

A copy of the award is always available in the staff room or in the office.

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## Blue Cards

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All Educators and volunteers are required to maintain current Paid Blue Cards for working with children. These shall be maintained at the educator's expense.

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## Cleaning

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Educators are expected to undertake basic cleaning duties as detailed in their Position Description. A cleaning schedule is completed regularly to ensure all areas of work are attended to accordingly. A cleaning roster may be established from time to time ensuring that, where possible, jobs are rotated fairly.

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## Communication with Nominated Supervisor

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Employees should pass on any phone messages, accident/incident reports, account queries and conversations had with parents/carers to the Nominated Supervisor/Responsible Person at the first possible opportunity to ensure families' needs are met promptly. Issues that require follow up action should be alerted

to the Nominated Supervisor/Responsible Person as a priority. Unless of a sensitive nature, all communication must be entered into the communication book/diary.

Any concerns or queries employees have should be brought to the Nominated Supervisor/Responsible Person's attention as soon as possible. In doing this, discussion and action can take place immediately. Should employees have further concerns after speaking with the Nominated Supervisor/Responsible Person they should contact the delegated liaison from the P & C Executive (Approved Provider), either in writing or in person.

Conversations had by the Nominated Supervisor/Responsible Person and any employee will be kept strictly confidential unless non-disclosure would be unlawful or permission to share information about the conversation is granted.

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## Communication Book

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The Communication Book is in the office and all Educators must read this book prior to their shift starting. All Educators must sign below the days' notes as a record that they have viewed entries. All entries in Communication Book must be written with confidentiality and privacy in mind. (The book should never be left in a location where it is accessible to children or families)

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## Communication with the Approved Provider

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All employees have several ways they can communicate with the Approved Provider and receive information. Monthly P & C meetings, team meetings and the Grievance Procedure allows the opportunity for employees to voice opinions and thoughts in ways other than through the Nominated Supervisor. Information from the Approved Provider is presented to employees via minutes which are displayed in the office or staff room, as well as memos which are also displayed on the employee notice board in the office or staff room.

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## Computer & Internet Use

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Only authorised employees (Nominated Supervisor/Responsible Person, Assistant Coordinator and Administrator) have access to Service computer unless specifically permitted. These personnel have access to the internet. Management has the right **at any time** to check accessing of internet sites and usage of the service's computer equipment.

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## Confidentiality and Privacy

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To protect children and better provide its services, the service seeks and deals with personal and sensitive information relating to families, children, and others. The service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements. **See Record Back Up and Off Site Information Handling Policy 10.14.**

All employees are required to sign a Confidentiality/Privacy Agreement. This is maintained in the individual's Employee Information File. It is imperative that all employees maintain confidentiality and be aware of their obligations to always protect the privacy of others. If employees are in doubt as to what information needs to be kept confidential, they should immediately consult the Nominated Supervisor/Responsible Person.

Employees have access to the children's enrolment information. However, the information must be kept strictly confidential. The Nominated Supervisor/Responsible Person will advise you of information location during employment orientation and may set you up with a login to the database/software used. These forms contain emergency contact numbers and names of the persons who have authority to collect the child.

These are the only people who can take a child from the service lawfully unless the enrolling parents/carers provide written consent. Reports and observations of children are also filed in the family records.

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## Dress Code

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The Service supplies uniform shirts for all employees to wear whilst on duty. These shirts are to be laundered regularly and must be kept in good condition with no tears or holes. These shirts are only to be worn when you are on duty at the service. Replacements can be obtained from the Nominated Supervisor.

The professional image of our service is particularly important to us. Parents/carers need to be able to easily identify employees within the program.

Educators are required to supply their own black shorts or pants with consideration given to the appropriateness of such clothing when actively working with children. Exercise tights or yoga pants are not acceptable attire. Shorts should be mid-thigh to knee length. Keep in mind that activities may involve running, stretching or sitting on the floor for example. Comfortable, low-heeled, black closed in (covered) shoes are to be worn. Employees are also required to wear a broad brimmed hat while supervising outdoors.

Whilst the service does not have a specific limitation to jewellery and piercings, employees are expected to look presentable and to avoid items that may increase the risk of injury in the workplace.

Educators who leave the employee of the service will be required to return all service uniform shirts in a clean and laundered state. Old or unwanted uniform items should not be given to charities, other people or organisations but should be returned to the coordinator for disposal.

Educators will be provided with a service name badge which must be worn whilst on duty at the service. Name badges must be kept clean and should be worn so that they are clearly visible.

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## Payment Summaries

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The Approved Provider will issue employees with a Payment Summary at the end of the financial year.

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## Inability to Work

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Employees who are unable to attend work must contact the Nominated Supervisor/Responsible Person as soon as possible. If an early shift is being cancelled, you must ring the Nominated Supervisor/Responsible Person immediately, in the evening before the shift or first thing in the morning. Any changes to the shift roster must be approved by the Nominated Supervisor/Responsible Person prior to that shift being worked.

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## Leaving Employment

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Employees are asked to give 2 weeks' notice prior to leaving. Management would appreciate as much notice as possible so that there is minimal disruption to the service operations, families, and children.

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## Service Approval

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Currumbin Kids Club currently has Service Approval for 120 places. We operate in accordance with Education and Care Services National Law Act (2010) and Regulation (2011).

Information on the Service Approval is available in the office or on the staff notice board. Latest information is added as it becomes available.

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## Personal Items

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Provisions are made for the safe storage of personal possessions. The Nominated Supervisor/Responsible Person will inform employees of this upon commencement of employment. Employees are encouraged not to leave valuables in their car.

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## Policies and Procedures

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Currumbin Kids Club has an extensive Policy and Procedure manual which reflects the Philosophy and Goals of our service. This manual is a large document, which is available to you upon request. For easy referencing, a copy is kept on the office bookshelf. Alternatively, all up to date policies are accessible on our website: <https://currumbinkidsclub.com.au/policies/>.

In this Employee Handbook we provide a snapshot of policies, which will affect you during your time with us.

Details in this Handbook are correct at the time of printing.

Regular reviews are undertaken of service Policies and Procedures which as a result are subject to change. Employees will be notified of relevant Policy and Procedural changes at team meetings or via memos on the staff notice board.

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## National Quality Framework

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The National Quality Standard comprises guiding principles, quality areas, standards and elements. There are seven quality areas in the National Quality Standard, which capture aspects critical to the provision of quality early childhood education and care and outside school hours care services.

The Quality Areas are:

1. Educational Program and Practice
2. Children's Health and Safety
3. Physical Environment
4. Staffing Arrangements
5. Relationships with Children
6. Collaborative Partnerships with Families and Communities
7. Governance and Leadership

The Regulatory Authority responsible for oversight of compliance and assessing and rating services under the National Quality Standards in Queensland is the Department of Education, training and Employment - Early Childhood Education and Care Division.

Information on NQF is available in the office on the staff notice board, with updates being added as they become available.

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## Roles and Expectations of Employees

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The service encourages the building of cohesive, qualified, motivated employees, who are provided with adequate training and knowledge to enable them to discharge their crucial role as the day-to-day carers and educators of the children at the service.

- Copies of relevant legislation pertaining to School Age Care are kept in the service for employees to reference.
- Employees will undertake regular Performance Reviews to inform Learning and Development Plans using the OSHC Professional Standards for Educators.
- Employees are expected to familiarise themselves with all Policies and Procedures including the Employee Grievance Policy and conduct themselves accordingly.
- Educators are employed in accordance with the Parents and Citizens Association Award – State 2016. A copy of the Award is in the office for employees to access if required.
- All staff members have been employed according to the service Employment Policy and issued with a letter of appointment and position description. These documents detail rates of pay, leave entitlements, working with children check clauses, job roles and expectations. While these issues will also be discussed during employment orientation employees should make themselves aware of all conditions.
- Employees should inform the Nominated Supervisor/Responsible Person of any circumstances that may affect their employment status or if they require clarification.

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## Employee Performance Reviews

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At Currumbin Kids Club we regularly evaluate all employees whether paid or volunteer. This enables the service to assess employment practices and performance to benefit both employees and the Approved Provider. It helps us evaluate strengths and opportunities for learning and improvement within the service.

The initial review takes place one month after start of employment, then at 3- and 6-month intervals.

Reviews are then held at least every 12 months. This process involves the Nominated Supervisor/Responsible Person and employee completing a review based on the OSHC Professional Standards for Educators.

The Approved Provider conducts the Nominated Supervisor/Responsible Person's review and appraisal process.

All employees will be expected to undertake and contribute appropriately to this process.

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## Employee Code of Conduct

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Employees should:

- Perform their duties with professionalism, and integrity, and effectively and efficiently serve the parents/carers and children who use the service, and other persons they have dealings with.
- Always follow Policies and Procedures of the service.
- Show fairness and equity in all dealings, including dealings with children, parents/carers and other caregivers.
- Not mistreat other persons, including all forms of intimidation and harassment.
- Not allow personal relationships, both inside and outside the work environment, to adversely affect their work performance or that of other employees.
- Not consume alcohol on duty or allow consumption of alcohol or drugs to adversely affect their work performance or official conduct.
- Ensure all facilities and other resources are used for their proper purposes and with due care and maintenance.
- Obey any lawful direction given by the Nominated Supervisor/Responsible Person or Approved Provider. Where on reasonable grounds an employee believes that the direction is improper or illegal, the employee should refer the grounds for objection to the appropriate person/s.
- Devote themselves to the efficient and effective achievement of the service's philosophy and goals.
- Adhere to the highest standard of professional competence, integrity, confidentiality, and honesty.

- Not make derogatory comments of any nature to children, families, or community stakeholders.

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## Employee Code of Ethics

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Currumbin Kids Club expects that all employees conduct themselves in such a way that is professional and in accordance with the philosophy and goals. Employees are expected to actively demonstrate a positive attitude towards their work.

Currumbin Kids Club requires that all employees always abide by the code of conduct during their interactions with children, families, community members, management and other employees.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Anti-Discrimination Act 1991 (QLD)*
- *NQS (National Quality Standard) Area: 4.2; 7.1.2, 7.1.3, 7.1.4, 7.1.5; 7.2.1, 7.2.2; 7.3.2, 7.3.3, 7.3.4, 7.3.5.*

This policy applies to all employees while in the workplace or off site, at work-related functions (including social functions and celebrations), while on excursions or attending work-related training.

Currumbin Kids Club believes that all employees should be able to work in an environment free from discrimination, victimisation, sexual harassment, vilification, and the seeking of unnecessary information on which discrimination might be based. We consider these behaviours unacceptable, and they will not be tolerated.

Employees are expected to conduct themselves in a manner which respects the rights and welfare of other employees, volunteers, families, and children and to show competence, care, good faith and compliance with instructions and policies and procedures in the performance of their duties.

Educators shall be expected to consistently uphold the agreement during their employment with the service, contributing to the creation of a discrimination free and inclusive workplace and a healthy workplace culture.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the employer/service. Action will be appropriate to the breach and may include:

- Counselling.
- An official warning and note on the employee's file.
- A formal apology.
- Demotion; or
- Dismissal for serious misconduct.

Modifications to the code of conduct may be suggested by staff, however management will always maintain the rights regarding the content.

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## Employee Grievances

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Everyone using the Service has the right to comment on, complain about or appeal any action or decision of the Service that has an impact on service delivery.

Employee grievances (including those of volunteers) are respected and treated fairly, and with a genuine desire to resolve grievances wherever possible through the Service's Complaints Handling Policy. **See Complaints Handling Policy 9.5.**

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## Parking

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Employees are not permitted to park within the school grounds and are advised to check with the Nominated Supervisor/Responsible Person as to the best car park location to utilise.

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## Employee Rosters/Work Schedules

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It is the responsibility of the employee to inform the Nominated Supervisor/Responsible Person of their availability in advance to rosters/work schedules being drawn up.

It should be noted that roster times are subject to change. Employees should discuss with the Nominated Supervisor/Responsible Person weekly starting and finishing times and observe these correctly.

The Nominated Supervisor/Responsible Person will take into consideration commitments such as training or University when compiling rosters. Employees must immediately report any changes to their availability.

The Nominated Supervisor/Responsible Person will ensure all Meal Breaks and Rest Pauses outlined in the Parents and Citizens Associations Award 2016 are taken and relevant information noted on the roster. If you have not taken a break within the required time, please notify the Nominated Supervisor/Responsible Person immediately.

Employee Rosters are on display on the parent/carer and staff notice board. Rosters are also sent out to all staff by email. A lot of effort goes into rosters and the Nominated Supervisor/Responsible Person will make every effort to accommodate the needs of all employees to the best of his/her ability. At times it may not be able to accommodate everyone due to service operational requirements.

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## Employee Surveys

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Each year the Approved Provider presents the employees with a survey. This is used to gather their opinions and suggestions regarding various issues. Employees are urged to complete surveys thoughtfully and honestly. The committee then collates the responses and drafts actions to resolve or improve aspects of the service that have been identified.

Daily program evaluations are an important part of our evaluation process and Educators are encouraged to discuss thoughts and ideas with the Nominated Supervisor/Responsible Person either verbally or through an agenda at monthly meetings.

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## Phone Calls and Mobile Phones

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When answering the phone employees should observe the following procedure:

'Good morning/Good afternoon. Currumbin Kids Club, (name) speaking.'

Any messages should be noted in the diary and/or handed to the Nominated Supervisor/Responsible Person as soon as possible.

Employees may use the Service phone for personal use in the case of emergencies. Personal mobile phones should not be used during work hours, including the sending, and receiving of text messages. Employees who need to be contacted during working hours should make the service number known to their family members or those whom they need to be in contact with or make a specific request to check their phone from the Responsible Person on duty.

From September 1, 2025, new national standards mandate that all Australian ECEC services implement policies for managing personal device use, particularly those capable of taking images or videos, to ensure

child safety and align with the National Quality Framework. **Personal electronic devices that can take images or videos (such as tablets, phones, digital cameras, and smart watches) and personal storage and file transfer media (such as SD cards, USB drives, hard drives and cloud storage) should not be in an Educator's possession whilst providing education and care and working directly with children.** Any exceptions to this should be for limited, essential purposes that are authorised in writing (or through another means if written authorisation is not reasonably practicable) by the approved provider of the service, and where that access does not impede the active supervision of children.

Essential purposes for which use and / or possession of a personal electronic device may be authorised for purposes other than taking images or recording videos of children include:

- communication in an emergency situation involving a lost child, injury to child or staff member, or other serious incident, or in the case of a lockdown or evacuation of the service premises
- personal health requirements, e.g. heart or blood sugar level monitoring
- disability, e.g. where a personal electronic device is an essential means of communication for an educator or other staff member
- family necessity, e.g. a worker with an ill or dying family member
- technology failure, e.g. when a temporary outage of service-issued electronic devices has occurred
- local emergency events occurring, to receive emergency notifications through government warning systems, for example, bushfire evacuation text notification.
- communication between staff whilst away from the service during excursions where utilisation of walkie-talkies is not reasonably practicable.

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## Employee signing in /out

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Employees are required to record their start and finishing times daily using the Timedock sign in system located in the storage area. Wages are paid weekly, by EFT.

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## Professional Development and Training

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Educators are mandatorily required, whilst in the employment of Currumbin Kids Club to undertake training and present certification for:

- Child Protection (annually)
- National Child Safety (prior to start date; refresher every 2 years)
- Food Handling (annually)
- All About Allergens (annually)
- Workplace Health & Safety (WHS)
- First Aid/Asthma and Anaphylaxis (every 3 years) /CPR (annually)

An individual training and development plan is created for each Educator based on the outcomes of the Performance Review and Appraisals. Opportunities are provided for staff to participate in regular and appropriate training to develop their own skills and to maintain high quality care practices.

Employees are required to attend regular team meetings at the service. These meetings are a vital link in the communication chain. It is at these meetings where issues of difficulty, review or concern can be voiced, considered, discussed, and resolved. There is no other opportunity to do this where the WHOLE STAFF are involved in the process. A schedule of meeting is provided to staff well in advance. It is expected that staff who are unable to attend a meeting would supply at least one week's notice.

Employees are encouraged to pursue activities that help them develop professionally. The Nominated Supervisor/Responsible Person will make available information regarding appropriate workshops, learning opportunities and conferences. Employees should also feel free to present any ideas they have for development opportunities.

## Workers Compensation

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The service maintains an insurance policy as required by law for work related injury claims. Employees must notify Nominated Supervisor/Responsible Person or Approved Provider immediately if they are injured at work. An accident form must be completed.

See your doctor as soon as possible.

Workers' compensation claims will be made in accordance with service policy and the law.

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## Workplace Health and Safety

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Our aims are to:

- Make the workplace safe and without risk to the health and safety of any person
- Ensure the safe use, handling, storage, or transport of chemicals
- Provide information, instruction, supervision, and training to employees
- Ensure safe systems of work are in place e.g., hygiene practices, safe use of equipment and manual handling
- Ensure children, parents/carers, visitors, and members of the public are not exposed to workplace activities which may present risks to their health and safety
- Where necessary, establish directions and procedures for volunteers, parents/carers and members of the public to ensure health and safety.

Currumbin Kids Club is situated on the grounds of Currumbin State School and is included in the school Work Health and Safety plan.

A representative from Currumbin Kids Club is on the WH&S committee of the school and attends meetings on behalf of the service. A WHS Committee meets regularly, and Management are kept fully informed as to any identified requirements to ensure the health and safety of staff at the Service. All staff are responsible for reporting concerns or issues to the WHS representative and/or Committee and comply with the Services' WHS Policies and Procedure 6.3.

A check of equipment is included in the school plan.

Material Safety Data Sheets are kept on chemicals used within the service.

Employees are instructed to report defects they may notice to the Nominated Supervisor/Responsible Person immediately. These defects will be passed on to the Workplace Health and Safety Officer immediately.

Safety Checklists are to be completed daily.

All employees are required to wear appropriate, covered shoes during work time.

Fire equipment is serviced by a registered person every six months.

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## Personal Belongings

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Personal belongings including electronic devices (mobile phones, etc) must be kept in the locked cupboard or staff room during your shift.



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## Social Networking

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While the Service does not wish to control personal confidential information released outside of work hours, any image, comment, or status distributed through social networking media (Facebook, twitter, Instagram etc) by an employee that damages the reputation of the service, its employees, and other stakeholders, will be treated as a serious breach and may result in disciplinary action. Educators should not have photos of children on their personal mobile phones or other electronic devices, nor should they share these photos for any purpose.

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

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# Caring for our Children

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## The Rights of the Child

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The United Nations Convention of the Rights of the Child affirms that all children are entitled to:

- the enjoyment of the rights mentioned, without any exception whatsoever, regardless of race, colour, sex, religion, or nationality.
- special protection, opportunities, and facilities to enable them to develop in a healthy and normal manner, in freedom and dignity.
- a name and nationality.
- social security; including adequate nutrition, housing, recreation, and medical services.
- special treatment, education and care if disabled.
- love and understanding and an atmosphere of affection and security, in the care and under the responsibility of their parents/carers whenever possible.
- free education and recreation and equal opportunity to develop their individual abilities.
- prompt protection and relief in times of disaster.
- protection against all forms of neglect, cruelty, and exploitation.
- protection from any form of racial, religious, or other discrimination, and an upbringing in a spirit of peace and universal brotherhood.

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## Accident and Illness

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The Service proactively strives to avoid injuries occurring at the Service, and to minimise the impact of injuries and illnesses by responding appropriately and as quickly as possible, to all injuries and illnesses. The rights and responsibilities of parents/carers with respect to injuries to and illnesses of their children is acknowledged and will be considered in administering all procedures. **See Incident, Illness, Injury and Trauma Policy 4.5.**

The Nominated Supervisor/Responsible Person will inform employees as to the location of the First Aid Kits during orientation. First Aid Kits are regularly checked and restocked however, should it be noticed that supplies are low, the Nominated Supervisor/Responsible Person should be informed. Only First Aid qualified employees should administer.

A record (medical management plan and risk minimisation plan) is kept on each child's medical conditions and allergic reactions. Employees need to be aware of the need for confidentiality of information regarding the health and treatment of any person.

**First Aid treatment can only be administered by a qualified person.** Employees must provide certified copies of their First Aid qualifications for record at the service.

Employees are to ensure -

- \* Treatment is administered as per first aid procedure
- \* They are aware of child's medical history before administering any treatment
- \* Moist skin conditions and abrasions are kept covered unless directed otherwise by parent/carer
- \* All accidents and injuries are reported to the Nominated Supervisor/Responsible Person immediately
- A record of any injury and treatment is maintained by completing an Accident Report Form
- Children with ice packs are required to stay inside the room so they can be monitored - no ice packs are to be taken outside
- Educators must ensure that they fill out an Accident Report Form when administering any first aid

- Minor first aid incidents (i.e., application of a band aid) are recorded in the minor incidents record book

Employees are to ensure -

- \* They wash their hands before and after administering First Aid treatment
- \* Disposable gloves are always worn
- \* All equipment used is sterilized before and after use, if it is not disposable
- \* All used disposable items are placed in specific "First Aid Waste" bin
- \* Waste bin is emptied daily, and contents carefully disposed of

Assistance is required if the Nominated Supervisor/Responsible Person assesses the situation to be beyond the capabilities and experience of those present, they will seek the assistance of a doctor, registered nurse or ambulance officer. In the following situations it is crucial that medical aid be sought -

- Breathing disorders
- Disorders of consciousness
- Heart and circulation disorders
- Poisoning
- Serious bites or stings
- Over-exposure to heat or cold
- Traffic accident injuries
- Uncontrollable external bleeding
- Internal bleeding
- Amputated parts
- Extensive burns or burns that involve the airway, hands, face, or genitals
- Limb injuries such as dislocations and fractures
- Head, neck and spinal injuries
- Serious facial injuries
- Chest injuries
- Abdominal and pelvic injuries

It is important when working with school age children to be able to recognise symptoms and/or signs of a sick child, as they do not always let you know. In response, always ensure that the child is kept comfortable and act in a caring and compassionate manner.

Parents/carers and Educators should always advise each other in the event of a child becoming sick or having an illness.

Recognising symptoms of illness -

- Loss of appetite
- Vomiting
- Headache – stiff neck
- Sore throat or having trouble swallowing
- Frequent scratching of scalp or skin
- Diarrhoea – increase in frequency, runniness, or volume of faeces
- Mucus discharge from the nose
- Severe, persistent, or prolonged coughing
- Breathing trouble
- Yellowish skin or whites of eyes
- Conjunctivitis – tears, redness of eyelid lining, irritation
- Unusual spots or rashes
- Infected skin patches
- Feverish appearance
- Unusual behaviour – child is cranky or less active than usual, feels discomfort or just seems unwell

Procedures if symptoms show -

- \* Report to Nominated Supervisor/Responsible Person
- \* Separate the child from the other children if possible

- \* Take the child's temperature. Use the thermometer according to instructions.
- \* If the child is coughing or sneezing, remind them to cover their mouth and wash their hands
- \* After being in contact with a sick child, wash your hands before touching another child

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## Accidents and Incident Reports

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Educators are required to complete an Accident report after administering First Aid. These reports should be detailed and explain the child's condition, including accident particulars or symptoms and steps taken.

When completing any report Educators are asked to be thorough, concise, objective, and truthful.

Educators should include reference to time. Once an accident report has been written it should be presented to the Nominated Supervisor/Responsible Person. The report must then be shown to parents/carers who will be required to sign it. Accident reports are then stored in the children's file.

Incident reports should be written at the discretion of Educators or the Nominated Supervisor/Responsible Person as per Policy and Procedures.

ALL head injuries, regardless of how minor, are immediately reportable to the Nominated Supervisor/Responsible Person who will contact the family.

The Nominated Supervisor or Certified Supervisor will also contact the department in any serious accident or incidents occurs at the service and this will be notified by reporting requirements for a Serious Incident and Accident through AQCEQA.

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## Arrivals and Departures

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Children must be signed in and out each day by an authorised nominee. Prior arrangement must be made with the Nominated Supervisor/Responsible Person for any person other than those stated on the enrolment form to collect children from the centre. Please advise persons collecting children that they will be required to provide proof of identity. Photo identification shall be required from all such authorised persons. In emergencies emailed letters of authorisation can be sent to the service.

The staff will not permit children to leave the service unaccompanied unless written authorisation detailing time of departure indicating a release of Duty of Care. If children who are booked into the service for care have not arrived within ten minutes of expected arrival, parent/carer will be contacted on the numbers provided.

**Refer Arrivals and Departures of Children with Self Care or Sibling Care Arrangements Policy 2.22.**

Educators should always be aware of adults entering the room or activity area they are supervising and try being able to recognize and be visible to all parents/carers.

Refer to child's enrolment form and ask for photo ID. A phone call to the family will be made and once approval for collection, a signed email and copy of the ID will be taken as reference.

If Educators are at all unsure whether to authorise collection of children, they should consult the Nominated Supervisor/Responsible Person in Charge immediately.

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## Behaviour Management

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This Service recognises the wide range of age groups that access School Age Care, as well as the differing developmental needs of individual children. Behaviour support and management is approached by:

- applying appropriate measures (in keeping with community standards)

- using consistency and compassion
- always having regard to the respect and dignity and individual uniqueness of the child
- having regard to the other principles set out in the Philosophy statement of the service. **See Behaviour Support and Management Policy 2.6.**

Educators are required to:

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

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

Appropriate standards of discipline shall be maintained by giving children positive guidance towards acceptable behaviour.

You must ensure that the dignity and rights of the child are maintained at all times.

Behaviour management strategies must be consistent with those operating within the school.

Notify the Coordinator of all ongoing behavioural problems or incidents of concern.

All educators are accountable under the law for the use of inappropriate discipline.

In the unlikely event of consistent poor behaviour, supervised exclusion will be used where required to allow for a reflection period and /or cooling off period for the child.

Educators are required to follow the Responsible Behaviour Steps:

**Step 1** – 1st reminder from Educator on behaviour and reminded of rules.

**Step 2** – 2nd reminder from Educator on an unacceptable behaviour on that same day – encourage redirection or offer alternate options for play.

**Step 3** – Time to reflect upon behaviour away from area or activity.

**Step 4** - Discussion with Coordinator or responsible person in charge and an incident report completed and signed by parents/carers.

**Step 5** – If behaviour continues a Behaviour Notice will be issued to the child and they will be responsible for presenting the notice to parents/carers upon pick up.

**Step 6** – If behaviour does not improve a second Behaviour Notice will be issued and a parents/carers meeting will occur and suspension/exclusion from Service may occur.

Behaviour support plans will be implemented if deemed necessary by the coordinator. Support plans will be developed collaboratively with the coordinator, parents/carers child and other health/educational professionals as required.

Parents/carers are not permitted to approach other children attending the Service regarding behaviour incidents and/or issues.

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## Approved Areas

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Educators must always keep children inside the approved area unless on an excursion. Children are not allowed to play in an area that is not supervised by an Educator.

Some areas of the service are out-of-bounds, this includes the office. Remind children that the office is out-of-bounds unless invited in by an educator for a specific purpose – such as accessing first aid or the sick bay area. Encourage children to knock at the door before coming into the office.

Encourage children to avoid climbing on handrails, fences, walls, and garden edges etc.

See the map of Service Approved areas.

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## Child Protection

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The Service regards as of utmost importance, its role in the protection of children in its care. This includes the Service's moral and legal duties to care for children associated with the Service whilst not in the care of their parents/carers.

Educators at the Currumbin Kids Club are mandatory reporters and must be aware of their responsibilities in relation to this role. Educators are required to complete formal child protection training which is delivered by an approved trainer/accessed online.

The P&C holds a comprehensive Child Protection Policy which is regularly reviewed and must be implemented. A brief overview of the main elements of the Policy is given in the 'Child Protection Practices' overview which is given as part of the Employment package. This document is also reviewed and discussed regularly at staff meetings.

The Service applies the following principles:

- The Service recognises the complexity and sensitivity surrounding the issue of suspicion of child abuse, and the decision-making process of whether to report it.
- Whilst treating the interests of the child as paramount, Educators recognise their role as Mandatory Reporters under the **Child Protection Act 1999 (amended 2017)**.
- The service recognises that relying on any information that is false, exaggerated, or unjust can lead to a serious breach of the law and therefore will share information in accordance with service policy through the Nominated Supervisor.
- The responsibility for reporting an incident of suspected child abuse shall rest with the Nominated Supervisor/Responsible Person acting in conjunction with the Approved Provider. The Educator will be required to provide comprehensive information and the notification may be made together by the Educator and Nominated Supervisor.

**ALL EMPLOYEES MUST FOLLOW STEPS AS DETAILED IN THE SERVICE POLICY AND PROCEDURE MANUAL.**

**Educators must be aware of what is required of them in such matters, it cannot be stressed enough how closely everyone needs to follow procedure. Educators should immediately clarify anything they do not fully understand with the Nominated Supervisor/Responsible Person.**

All employees have a responsibility to ensure a safe environment for all children in their care. If a child approaches you and begins to reveal stories of abuse, ensure you listen carefully and do not react with bias or personal assumption. Report concerns to Nominated Supervisor/Responsible Person, ensuring confidentiality and without bias or personal assumption

All cases of abuse, neglect or exploitation will be documented and advised to the School Principal immediately.

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## Communication and Relationships with Children

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The children, and their wellbeing, health, and safety, are the focus of the service. Children are to be always treated by all staff as unique and valued individuals and with respect and dignity. **See *Interactions with Children and Relationships with Children Policy 2.23.***

It should be remembered that time is a contributing factor when forming relationships with children. As more time passes Educators can find their own ways of communicating and dealing with the children. Educators should not get disheartened if when first starting they have difficulty getting a large groups attention, for instance. Basically, relax and get to know the children.

Acceptable standards of behaviour need to be maintained to ensure the physical and emotional health of all children and Educators in the program. Educators need to be conscious of any physical contact and be aware of the possible implications of their actions. Further guidance is provided to Educators in the ***Professional Conduct and Protective Practices guidelines.***

The quality of interactions with children has a significant impact on children's development and growth, and on their feelings of confidence and self-worth.

As an adult, you have a responsibility and duty of care to enhance children's self-autonomy and life-skills.

Although it can be quicker, easier, and less frustrating to do tasks yourself, by letting children help, you are promoting their development and affording them life skills.

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## Communication with Families

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The service encourages communication with and participation by the parents/carers because it enhances the service we provide. Parents/carers are welcome to attend the service or talk to Educators during operation. We encourage parents/carers to voice any concerns in a productive way that will assist us to provide a better service.

Educators should only inform parents/carers of behaviour difficulties after consultation with the Nominated Supervisor/Responsible Person, it is extremely important that the Nominated Supervisor/Responsible Person is aware of information given to parents/carers, so they are appropriately equipped for any further communication with the family.

Parents/carers should be shown kindness, support, and respect. Educators should always acknowledge parents/carers with a welcoming smile and make themselves available, when needed. Effort needs to be made to get to know all parents/carers who access the service. **See *Communication with Families Policy 9.3.***

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## Emergencies

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The Service adopts a proactive approach to ensuring that employees and children are aware of, and understand, evacuation and other emergency procedures.

Personal safety and security of children, employees, and volunteers (all persons on the premises) are of prime importance whilst in attendance at the service. The service therefore takes a proactive approach to managing emergencies, developing emergency procedures, and equipping employees and children with sound knowledge of them. **See *Emergencies Policy Group 7.***

The Nominated Supervisor/Responsible Person will demonstrate the emergency exit route during employment orientation and advise the location of fire extinguishers and blankets. Exit Plans are displayed around the room.

## **Your responsibilities:**

- Know the Exit Plan
- Ensure fire escape routes remain clear and free of any obstructions
- Be aware of firefighting equipment and its correct use
- Be aware of how to operate alarms

Emergency procedure rehearsals are conducted each term and vacation care period. Educators should treat each emergency procedure rehearsal as a reality and convey the seriousness of such situations to the children.

Educators are to ensure -

- At the first sign of danger, they report to the Nominated Supervisor/Responsible Person – do not leave children unattended. The Responsible Person in Charge will sound whistle and/or ring warning bell continuously and notify fire brigade, police, and ambulance if time permits
- The children STOP PLAY IMMEDIATELY on hearing the alarm
- All children in supervised area are clear from danger
- They check toilets in supervised area
- Children are directed and assisted to move quickly and quietly to allocated area on oval by the shortest, safest route
- Children are assembled on cricket pitch and seated immediately

Children are kept confined to the area until the Nominated Supervisor/Responsible Person in Charge has checked role and established that all persons are accounted for.

After each emergency procedure rehearsal, an evaluation will be completed to identify any areas to be improved or difficulties faced. Educators should provide feedback on the rehearsal for future improvement.

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## **Enrolment and Fees**

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It is important that all Educators are aware of the service enrolment procedures and fee schedule, so they can assist new parents/carers wishing to access the service or answer current parents/carers queries. If you are unsure of how to address parents/carers questions or concerns always consult the Nominated Supervisor/Responsible Person.

Families are required to complete enrolment forms and booking forms for the term. Casual bookings are accepted where there is availability.

Fees are collected and receipted by the Service. Any enquiries about fees or enrolments should be directed to the Coordinator/Assistant Coordinators. The Service offers Child Care Subsidy to eligible parents/carers and is therefore fully compliant with the standards and practices in the National Quality Framework.

### **See Family Information Package.**

Currumbin Kids Club has subscribed to an online Booking and Waitlist management program called Xplor. This program gives parents and carers access to manage their own account information, where they can make bookings requests and allow families and carers to complete and submit an online enrolment form.

### **Xplor**

- NEW families can easily register their child's details and manage their account information
- Parent and carers can submit a waitlist request for their child to secure a permanent spot
- Request change of the days for their child
- Parent and carers can easily provide detailed information about their child to our service such as medical information, diet requirements, emergency contact details and more! All this information is simply added into the online enrolment form and submitted to the service.

## Xplor Home App

- Parent and carers can book in casual days for their child straight from their phone
- Manage bookings for one or more children from a single log in
- Record your child as 'absent' in advance for a permanent session
- Cancel a 'casual day' where the session is no longer required
- A cancellation Fee will apply if cancelled within a NO REFUND period
- Activate notification Alerts

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## Equipment

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Educators are to monitor correct use of all sports equipment and ensure children respect it. Educators are to remind children to return all equipment after they have finished playing. All sports equipment is to be locked away overnight. Ensure children do not go to art/craft cupboard unless they have permission.

### ***Dress-up clothes***

Educators are to ensure that dress-up clothes are cleaned on a regular basis, particularly if children using the dress up clothes have been unwell, if they have spills or if they have been used outside. Children must be reminded to pack up clothes after they use them.

### ***Mattresses/Floor cushions***

Only allow children to use mattresses/floor cushion for quiet activities i.e., reading, lying on floor, TV etc. They are not to be used for rough and tumble play.

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## Hats and Sunscreen

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Broad brimmed hats where possible are to be worn by all children and Educators, if outside and not under cover.

Educators need to be conscious of children playing outside during Vacation Care if they are not wearing appropriate clothing i.e., shirt with sleeves etc. Ensure they apply sunscreen regularly before playing outside.

**See Sun Safety Policy 4.8.**

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## Harassment and Lockdown

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The Service seeks to protect children and employees from harassment by all persons.

**See Harassment and Lockdown Policy 7.3.**

As with Fire and Evacuation drills, Harassment and Lockdown procedures should be respected and always followed. Educators need to be able to communicate effectively to ensure the safety of all children. Should Educators wish to discuss drill procedures they should consult the Coordinator immediately.

Always remember in an emergency to remain calm and follow the steps outlined by the service, this will help you to focus on the task at hand. The children will feel any fear and anxiety so remember to reassure them that they are safe

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## Homework

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The Service will provide adequate time, quiet space, and supervision to enable children to do their homework if they wish. A homework book is kept at the sign in desk listing children required to participate in homework. Whilst we support the children in homework, we do not take responsibility for signing off on work. **Refer Homework Policy 3.4.**

Educators are to ensure they are not left alone with only one child in the homework area - when numbers get down, return to main room. Children will need to get their name signed off when they return from the homework space.

Children that have not finished their homework will have to complete it at home. Educators will not be expected to personally tutor.

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## Hygiene and Cleaning

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This Service strives, through the following specific policies and procedures, to provide a clean, healthy environment where hygienic procedures are always practised to promote and support the health, wellbeing, and safety of children, recognising needs of children in this respect, and of Educators, parents/carers and others coming to the Service.

For the ongoing and general health and wellbeing of the children, the Service strives to ensure for its children and employees, a standard of general hygiene which complies, as a minimum, with legal requirements and, as far as reasonably possible, with the standards expected in the wider community.

To promote a healthy environment, the highest standards of good hygiene practice must be adopted to protect caregivers as well as children. The cleanliness of any centre is extremely important and plays a key role in reducing the spread of infection and disease.

**See Hygiene Policy 4.3 and Preventative Health & Well Being Policy 4.4**

### **Hand Washing**

Careful hand washing is necessary, as all common infections are spread through person to person contact or through contact with contaminated surfaces. Children will be encouraged to observe a simple procedure by following your example.

1. Wash your hands thoroughly and often
2. Use SOAP and WARM RUNNING water
3. Rub your hands vigorously as you wash them
4. Wash ALL surfaces
  - backs of hands
  - wrists
  - between fingers
  - wash all fingers
  - under fingernails (use nail brush if required)
5. Rinse your hands WELL
6. Dry hands on a clean paper towel

### **Rubbish**

From an early age, children need to be aware of the correct procedure for disposal of rubbish and can learn the benefits of recycling. It is essential that you model the appropriate behaviour.

Educators are to ensure -

- \* Rubbish is removed daily - do not let it accumulate
- \* Bin lids are replaced to reduce/prevent the spread of disease

- \* Food bins are sanitised daily
- \* Bin liners are replaced when required

### **Toilet Facilities**

Children are to use the toilets in the Sports Hall Annex

Educators are to monitor correct use of toilets and ensure children do not loiter/play in the toilets.

It is our responsibility to ensure toilet facilities are used correctly during the program and that they are kept in a clean and hygienic state. Children should have learnt toilet hygiene practices already by this age, but encouragement and gentle reminders will reinforce good practice.

Educators are to ensure -

- \* Toilets, hand basins and floors are cleaned daily
- \* Toilet facilities are used correctly
- \* There is an adequate supply of paper towels and soap
- \* Rubbish is removed daily
- \* Bins are sanitised daily

### **Play Area**

Demonstrate pride in your surroundings and praise children for assisting with cleaning duties.

Educators are to ensure -

- \* There is adequate ventilation to reduce/prevent the spread of air-borne diseases - poor ventilation within a building can cause headaches, tiredness, and irritability
- \* Toys are washed and sterilised at end of each term
- \* Dress up clothes are washed weekly
- \* Blankets and floor cushion covers are washed weekly

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## **Insects**

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Children can look at insects, bugs etc. but do not allow them to take them out of their environment. It is important to encourage awareness and respect towards nature.

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## **Infectious Diseases**

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The Service strives to remove immediate and/or serious risks to the health of the children, from cross-infections, by adopting appropriate procedures for dealing with infectious diseases, whilst respecting the rights of individual privacy. Accordingly, all people, including children, Educators, and parents/carers, with infectious diseases will be excluded from attending the Service to prevent the diseases spreading to others. **See Infectious Diseases Policy 4.2.**

Employees are required to immediately inform the Co-ordinator of any infectious disease that they or their family may be suffering from. They will then be released from work to seek medical attention. Employees will only be able to return to work with doctor's permission following any infectious period. (See Staying Healthy in Child Care)

When the service is made aware of an infectious disease, families are notified and directed to the Coordinator if they require further information. The Coordinator will provide relevant articles and fact sheets and it is then the responsibility of the employee to keep up to date with professional reading.

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## Lost Property

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Children should be encouraged to be responsible for their own belongings. Any lost property should be placed in the appropriate "lost property" basket or ideally returned to the family directly.

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## Meals and Food Preparation

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All food which is handled (which includes preparing, eating, or storing it) at the Service is to be handled appropriately to ensure that the food is not contaminated, nor allowed to become contaminated, or unfit to be eaten. This Service encourages and promotes the health and wellbeing of children through a healthy nutritious diet and through providing positive learning experiences during meal/snack times where good nutritional foods and habits are developed in a happy, social environment. Parents/carers are encouraged to participate in this approach to nutrition for their children.

### **See Food Handling & Storage Policy 5.1.**

Food preparation is an important life-skill for children to learn. It is important that Educators demonstrate and encourage correct techniques when handling, preparing, and storing food.

### **Children serving food**

- Educators are to encourage children to help with serving food during the program.
- Educators must ensure that all persons serving/preparing food wear gloves and appropriate protective clothing i.e., aprons
- The number of "helpers" needed will depend on what is on the menu. Educators are to use their own common sense in deciding what is an appropriate number.
- Children are not to serve hot food

### **Drinks**

- Children are not allowed to get a drink from the kitchen until everyone has moved inside at the end of the day. However, under exceptional circumstances this can be authorised by Educators.
- Water bubblers are available for children to have unlimited access
- If children do use kitchen facilities, encourage them to clean up after themselves.
- Educators must ensure that children do not go unaccompanied to drink taps - get them to take a friend.
- Children must report back to the supervisor that gave permission.
- Monitor the length of time taken for children to come back from taps - ensure they do not loiter.

Educators are to ensure -

- Disposable gloves are worn while preparing food
- All work surfaces are cleaned and sanitised before and after use
- Perishable foods are refrigerated or frozen until used
- Perishable foods are not reheated
- Used-by dates and food quality are checked before serving
- Food scraps are disposed of thoroughly each day
- Correct cutting boards are used to prevent contamination - refer to list displayed in kitchen

Encourage children to be responsible and reinforce the positive life experiences they are learning when working in a kitchen.

Educators are to ensure -

- \* All dishes are washed/dried in accordance with recommended guidelines as set out in the service policy
- \* Equipment is stored in cupboards and drawers, to prevent contamination

- \* Benches are cleaned with anti-bacterial solution before and after use
- \* Sponges are not used for spillage's - use paper towel only
- \* Dish cloths and sponges are replaced weekly
- \* Tea towels are changed daily
- \* Electrical appliances are cleaned after use
- \* Fridge is cleaned daily, and freezer defrosted monthly
- \* Floors are swept daily

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## Medication

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In the interests of health and wellbeing of the children, the Service will only permit medicines to be given to a child if a medical practitioner prescribes the medicine, and it is directed in writing by the medical practitioner to be administered during operational hours.

Educators must be aware of the recording process for medication administration. Educators should **never** give children any medication without consultation with the Nominated Supervisor/Responsible Person in Charge. Effort should be made by Educators to familiarize themselves with children who have ongoing, self-administered medication such as Ventolin or Insulin.

**See Medication Policy 4.6.**

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## Preventative Health

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

Health and safety policies are essential in any service to ensure children, Educators and any person entering, is safe from danger. As part of your duty of care requirement, you have a responsibility to the children and to other workers and parents/carers, to ensure the service remains a *hazard free* workplace.

Educators are to ensure they -

- Visually inspect all equipment before use and isolate hazards from people. Hazards may include faulty/broken playground equipment, sporting equipment, electrical equipment, spiders, snakes etc.
- Report faulty equipment immediately to the Coordinator
- Keep stairs and walkways clear of furniture, equipment, and clutter
- Wear the appropriate protective clothing
- Read labels and material safety data sheets carefully
- Cover food to prevent contamination
- Do not eat or drink while pouring, mixing, or spraying
- Spray with minimal drift
- Thoroughly clean all equipment where run off will not contaminate the environment or create a hazard
- Wash themselves well after using chemicals and before eating or drinking
- Are aware of first aid requirements and if becoming ill while using chemicals, **STOP** and seek medical attention

The responsibilities of children's services workers under Occupational Health and Safety Legislation are to -

- Provide and/or maintain equipment and systems that are safe
- Ensure equipment and substances are used and stored safely
- Use equipment only for specific purpose
- Maintain a safe work environment
- Ensure the health and safety of any persons who visit the workplace
- Ensure the safety and care of all co-workers
- Undertake the necessary training to be familiar with all safety requirements

Educators are to ensure they -

- Work safely and wear protective equipment if necessary
- Follow correct procedures and obey reasonable instructions
- Identify hazards and do not put fellow workers or children at risk
- Report accidents and incidents to Coordinator immediately - a record of any workplace accident/incident will be maintained
- Ensure that lifting and handling techniques are safe for the physical well-being of all

The correct method to lift a child -

- Place feet in a stride position
- Bend knees and brace stomach muscles
- Hold child close to your centre of gravity
- Move your feet, not your spine
- Move in a forward-facing direction
- Ask for assistance if required

The correct method to lift an object -

- Assess load
- Place feet close to object in a balanced position with arms bent
- Get a secure grip
- Keep back straight
- Keep head up, chin tucked in, and arms close to your body
- Use your legs, not your back

Precautions to avoid straining your back -

- Lift with balanced and comfortable posture
- Do not reach above shoulder level
- Avoid leaning/reaching forward, that is, do not stretch over and lift
- Rearrange surroundings if required to get into the best position
- Do not twist when lifting
- Get assistance if required

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## Programming

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Many supervised activities will be planned for each day of Before, After School and Vacation Care (e.g., cooking; painting; clay work; crafts; music; outdoor activities). Opportunities for unstructured and quiet play will also be provided, including areas for children to withdraw from all activities. Our program is created from the National Quality Framework - My Time, Our Place, is to provide activities that develop for each child's social, emotional, lingual, physical, intellectual, social, and creative potential in a developmentally appropriate way based on children ideas and interests. The program seeks to foster self-esteem and confidence in children by including their own ideas into the planning and providing experiences that encourage children to negotiate and work together in groups. Planned activities are also designed to reflect the multicultural and multilingual nature of our community. The Educational Leader will happily discuss any aspect of the program with interested parents/carers. Alternatively, surveys handed out regularly can be used to convey parents/carers and children's thoughts and input into the program. The weekly program plan is displayed at the parent/carer sign in area, on the whiteboard, and in the programming books.

To ensure that its programs are effective to deliver the values, aims and objectives of the Service, the service regularly evaluates the structure, process, and content of its programs, actively seeking feedback from parents/carers and children via the input section of the whiteboard, suggestion box, newsletter surveys; school-wide surveys and parent/carer information evenings.

**Refer Program Policy Group 3.**

Indoor/outdoor activities and cooking experiences are planned for Before and After School Care. Educators are assigned to lead activities, but the number of supervisors depends on how many children choose the activity.

The activity leader may choose to group the children separately and delegate duties to other assisting Educators to ensure children enjoy the session in an organised, well supervised area. Teamwork is essential. Educators are expected to discuss the plan before the activity begins with the team on duty for each shift and to contribute their own plans, thoughts, and ideas.

The programming folder is kept in the office. Educators should read the program plan on their first shift of the week. Reference may be made to further reading – game instructions for example. The equipment needed for each activity will be listed. The activity leader should gather these materials prior to the activity beginning.

When activities are complete all Educators are to contribute to the cleaning and tidying. Equipment and materials should be returned to its correct place so it will be easily accessible when next required. The activity leader is asked to complete an evaluation to assist with future planning.

Educators are encouraged to share innovative ideas for the program and help implement them whenever possible. New experiences that encourage the children's development can only help to create a healthy environment – do not be afraid to bring forward your ideas.

During Vacation Care periods a program for the entire time is planned. The Educators are directly involved with this process through brainstorming sessions and planning meetings.

The Vacation Care folder is kept in the office, it is suggested that Educators familiarise themselves with this and the accompanying references prior to the holidays. These may include a run sheet, handouts, reference images, equipment lists or instructions.

It is important to take accessibility and adaptability into account for activities and ensure that all children are able to participate and engage. Educators should show enthusiasm and lead children in a positive manner.

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## Documenting and Recording

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Educators are 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. Documentation recorded may include (but not be limited to):

- Program plan
- Ideas web
- Photographs
- Videos
- Narratives (learning stories)
- Diary entries
- Journals and portfolios (written and electronic)
- Art journals
- Questionnaires/surveys
- Feedback forms
- Observation record
- Suggestions boxes
- Minutes

Children's learning experiences and activities are documented in a variety of ways to assist with ongoing reflection, evaluation and assessment of their strengths, interests, behaviours, and relationships.

Documented experiences are collated and displayed for families and children.

Children's comments, suggestions and feedback are recorded in the children's meeting/suggestion book which is reviewed at regular team meetings for activities and experiences that could be implemented into the program.

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## Routines

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Routine plays a key role in successful school age care setting. It allows the service to operate effectively and efficiently and makes for a relaxed environment for Educators, children, and parents/carers.

Routines provide consistency, prevent confusion, reduce Educators workload, reduce behavioural problems as well as promote and ensure general hygiene practices.

### Before School Care

6.30am	Service opens
6.30-8.00am	Children can have breakfast
6.30-8.15am	Children are involved in quiet free play activities; children can play outside from 7.00
8.20-8.30am	Tidy up and school children leave for school. Educators walk children to Prep

### After School Care

2.45pm	Educators collect Preps and walk them to OSHC
2.45-3.00pm	Children arrive from school and are signed in
3.00-3.20pm	Children enjoy afternoon tea
3.30-3.50pm	Educators explain to the group what activities are planned for the afternoon and details pertaining to these and homework session is available.
4.00-5.00pm	Children can partake in planned activities or their own free play
5.00-5.15pm	Planned activities are tidied
5.15-6.00pm	Children are brought together inside and on veranda where they pack their bag, put on shoes and socks, and help tidy the room. Once this is complete then free choice games
6.00pm	Service closes

### Vacation Care

6.30am	Service opens
6.30-9.00am	Children are involved in quiet free play activities; children can play outside from 7.00
9.00am	Activity Program begins
10.30am	Morning Snack
12.00pm	Lunch
3.00pm	Afternoon Snack

4.00pm	Activity Program finishes
5.00pm	Children are brought together inside and on veranda where they pack their bag, put on shoes and socks, and help tidy the room. Once this is complete then free choice games
6.00pm	Service closes

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## School Rules

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We follow the school rules with regards to playground accessibility for certain age groups:

- Children must be playing with nature/interacting with their environment in a safe manner.
- Children must not wander around school grounds unaccompanied.

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## Shoes

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Educators are to encourage children to keep their shoes on at all times unless needing to empty/remove something from their shoe. Appropriate footwear includes enclosed shoes and usual school shoes. During Vacation Care, parents and carers will be given a guide to appropriate footwear with the vacation care program.

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## Supervision

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All Educators qualifications and ratios are in accordance with or better than the guidelines set in the Education and Care Services National Regulations 2011. Children are always actively supervised by skilled and experienced adults to ensure that they are protected from harm.

In setting Educators ratios:

- There will be a maximum of 15 school age children to every 1 Educator
- For School Age Care there shall always be at least 2 adult Educators
- Volunteers and Educators under 18 years of age will not be included in ratio

For all excursions, a detailed risk assessment will be carried out which will clearly define the educator/child ratio and types of activities the children will be involved in.

**Supervision is of paramount concern. Educators should be mindful of the number of children in their area. You are responsible for supervising your designated area. You are not covered under the workplace's liability insurance if you are found to be negligent towards your duty of care.**

- \* Do not leave an area unsupervised – if required, communicate with other Educators to cover an area
- \* Position yourself to have a full view of the area you are supervising
- \* Be aware of potential outside distractions that may affect your supervision
- \* Be conscious of hazards and continuously assess the possible risk of injury
- \* Report any accident or incident to the coordinator/ responsible person immediately

- \* Reinforce service behaviour management strategies in a manner that is mindful of the rights and circumstances of the children
- \* Ensure children have no contact with outside persons
- \* When implementing activities, encourage participation from all children
- \* Encourage children to show respect to other children, Educators, families and the environment
- \* Encourage children to respect flora and fauna - do not let them remove from location
- \* Service rules should be enforced with consistency and compassion
- \* Encourage children to consider and reflect on their personal safety and safety of others
- \* Encourage children to negotiate, problem solve and attempt to solve their own conflicts where possible and interject where needed
- \* Educators should lead by example and follow service rules for safety, and show consideration and respect for others
- \* Remember to engage with the children, as this an effective way to supervise them as well as build a relationship based on trust

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## Teamwork

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For the children to feel that School Age Care is a fun place to be it is imperative that Educators can communicate and work together. Everyone should contribute to create an open, friendly, and collaborative environment for all to enjoy.

<b>DATE DEVELOPED</b>	<b>DATE RATIFIED</b>	<b>DATE REVIEWED</b>	<b>DATE RATIFIED</b>
November 2018	November 2018	September 2025	November 2025