The Staff

Relevant Laws and other Provisions

- The laws and other provisions affecting this policy group include:
- National Quality Framework FAQs
- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2010
- National Standards for OSHC 1995
- Equal opportunity Act 2010
- Children and young person’s Act 2008
- Child Wellbeing and Safety Act 2005
- Working with children act 2005
- Sex discrimination Act 1984
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- OH&S Act 2004
- National Quality Framework FAQs
- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2010
- Fair Work Act 2009
- Victorian Government Schools Agreement 2013
- Age Discrimination Act 2004
7.1 Role and Expectations of Staff Policy

Purpose:
To ensure all staff are aware of the standard of behaviour expected when employed at OSHC.

Aims:
- To create an OSHC environment that is warm, friendly and inclusive.
- To strengthen staff relations with the children, families and each other.
- To establish clear boundaries of authority.

Guidelines and Procedures:
In addition to following and referring to all other OSHC Policies, all staff are to ensure they conduct themselves in a professional and respectful manner when interacting with children, families and each other.

Interactions with Children:
All Educators, whether permanent or casual, are expected to:
- Treat all children in a manner of respect. This means that students are not to be threatened, compared to other children, yelled at or humiliated.
- Treat the children in an unbiased manner. This means not judging and treating children differently on the basis of ability, race, sex or religion.
- Educators are to attend to children as a priority. This means building relationships with the children, listening to them, addressing their needs and taking an interest in individual talents, abilities etc.
- Display the same manners towards the children as all educators would expect from the children, i.e. modelling appropriate behaviour.

Interactions with other staff members:
The Coordinator and the Assistant Coordinator are:
- To be respectful and considerate in their management of the casual/part-time staff.
- To share the various roles as co-ordinators of the program, i.e. inside activities, outside activities and administration.
- To ensure staff conflicts are resolved as soon as possible.
- To adhere to the Anti-Discrimination act.

All staff are expected to:
- Attend staff meetings (for which they are paid) and to complete professional development tasks asked of them by either the Coordinator or the Assistant Coordinator.
- Treat other staff members with respect and to model appropriate behaviour in front of the children. This includes no swearing, arguing, yelling or inappropriate jokes.
- Staff are to interact with other staff in an equal and unbiased manner, modelling such behaviour.
- Engage in self assessments and program assessments in order to help the program strive to improve.
• Respect the confidentiality of other staff members by not gossiping
• Be willing to help if they are asked for assistance by another staff member.

Staff interactions with families and family information:

All Staff are expected to:

• Assist parents in a polite manner and to keep family information confidential. This includes not discussing sensitive information in front of other children or parents, disposing of sensitive information in accordance with records disposal plan, and keeping sensitive information accessible only to other staff members.

To ensure that child safety is not compromised by staff engaging in personal business whilst at OSHC all staff are NOT

• to answer personal mobile telephones, text messages, emails at work unless under special circumstances; and only where staff ratios can be reasonably managed.
• to conduct personal telephone calls either on their mobile telephone or the OSHC telephone unless under special circumstances; and only where staff ratios can be reasonably managed.
• to talk about inappropriate topics in front of the children attending OSHC.
• to conduct another business whilst rostered on at OSHC
• to canvass families, parents or children with requests for sponsorships, sales or promotions that are not an authorised activity of the OSHC Program.

Reviewed August 2013
7.2 Recruitment and Employment of Staff Policy

**Purpose:** To ensure consistent and fair methods of recruiting staff.

In line with Mont Albert Primary School, OSHC believes in equal opportunity for all in respect to:

- Gender
- Economic Circumstance
- Cultural background and linguistic capability
- Disability
- Age

We aim to foster attitudes and behaviours that demonstrates acceptance of individual differences in personality and capability. Equal access will be given to activities, equipment and materials with no bias in terms of gender, cultural or linguistic background, or physical or intellectual disabilities.

Our service aims to follow the guidelines as set down in the Equal Opportunity Act 2010.

**Aims:**

- To provide a consistent procedure for recruitment and hiring of staff.
- To ensure all applicants are treated fairly in the assessment of their applications.
- To ensure offers of employment are based on merit and not biased toward gender, age, sexuality, race, religious beliefs or physical traits.
- To ensure that all staff are deemed fit and proper in accordance with the National Standards 3.4 Staffing- Fit and Proper Persons.
- To ensure that all staff possess a minimum of one year qualification in an appropriate educational course, or 2 years in relation to qualified staff members.
- Have up to date First Aid Level 2, CPR and management of anaphylaxis and Asthma certificates.
- Hold a current Victorian working with Children Check

**Guidelines and Procedures:**

**Permanent Staff**

Advertising and Interviewing for positions

- Education Support Staff (ESs) vacancies will be advertised so they are open to all suitably qualified applicants. Once notice is given by the staff member, the position must be advertised in the appropriate media.

- The closing date for application will decided by the coordinator with assistance from a Mont Albert Primary School representative and the service administrator.

- The interview panel of three people will be appointed by the OSHC sub-committee. This panel can consist of a representative of MAPS management, the Administrator, the Coordinator and a parent representative from the OSHC sub-committee.

- The people on the interview panel will discuss the applications and decide together which applicants will be chosen for interview.
Interview questions will be based on the selection criteria.

Selection for advertised positions will be determined solely on the basis of merit assessed in relation to the selection criteria of the position, provided that excess employees will be considered ahead of other applicants on the basis of their suitability for re-employment to the position. This is in accordance with ESs guidelines.

The successful interviewee will be informed as soon as possible after the decision has been made.

Unsuccessful applicants will be informed via post by the Administrator.

Employment Offers

The successful applicant will be given a letter of appointment outlining the terms and conditions of the employment offer (Education Support Staff level, salary, hours of employment, length of probation).

The successful applicant will also be made aware that they can view a copy of the Education Support Staff Agreement if they need any clarification about their rights, responsibilities and entitlements before they sign their employment contract.

A probationary period will apply at the commencement of employment in accordance with ESs guidelines.

All employment offers are subject to a satisfactory working with children check, and police check when required.

A contract will accompany the letter of appointment which will state the ESs level, salary, hours of employment, length of probation.

The contract must be signed prior to the appointee commencing employment.

A signed copy must be received by the school, and a copy kept by the appointee.

Casual Staff

When OSHC is in need of casual staff an advertisement may be posted in the school newsletter inviting for interested people to submit a resume. OSHC may contact other local OSHC programs to recommend staff to MAPS OSHC.

Applicants need to submit a resume with references to the Coordinator and attend an interview.

If the applicant is deemed fit and proper, and supplies a current working with children check and relevant qualifications, a trial will be undertaken, and from that the Coordinator will decide if the applicant possess the necessary skills and disposition for the role.

Casual staff will be asked to complete an induction booklet in order to become familiar with OSHC policies and procedures.

Casual staff employment is subject to fluctuating service needs.

Induction/ Orientation

To ensure that new employees are given adequate information and support to enable them to perform the duties of their position to the required standard at an early stage:
• All new staff (including volunteers) will be given an induction session, of at least 2 hours duration, by the Coordinator or Assistant coordinator, to ensure that the new staff member is aware of (and where relevant) obtains copies of:
  - Their terms of employment or engagement (including role statement and job description)
  - All Policies and Procedures (including grievance procedures)
  - Information about the philosophy and goals of the Service
  - The staff handbook
  - The physical facilities of the Service
  - The emergency procedures of the Service
  - The other staff in the Service and their roles
  - The Duty of Care owed by staff of a School Age Care Service to children and others;
  - Any other matters which are necessary to enable the staff member to properly do their job within the Service, or which the new staff member wishes to know.

• On commencement of employment staff will be trained in the duties outlined in their role statements through ‘on the job’ training demonstrated by an existing experienced staff member over a 1-2 day period.

• The Coordinator is responsible for working through the induction checklist to ensure the new staff member is familiar with their new work environment and has knowledge of safety procedures.

• The new staff member will be asked to read an induction booklet that outlines all the relevant policies and procedures of the OSHC program during day one of training and demonstrate an understanding of those policies and procedures.

**Probation:**

Probation is expected when a ESs employee first commences employment in an ongoing position, but not required in respects to transfer or promotion, fixed term contracts or casual employment.

There are three stages of the probationary arrangements.

**Stage 1 - Commencement of probationary period.**

• Ensure the ESs employee understands the probation arrangement, duration and performance standards and the consequence of not meeting those standards.

**Stage 2 – During probation**

**Performance Monitoring:**

During probation the ESs’s performance will be monitored by MAPS management and regular feedback provided to the OSHC subcommittee and to the ESs. Where it seems the performance of the ESs will not meet the required standards, the ESs will be provided with a clear explanation of:

• The required standards of performance.
• How the ESs has failed to meet the required standards of performance.
• The consequences of continued or repeated failure to meet these standards.
• The support that will be provided to assist the ESs to meet the required standards.

**Probation Review:**
Where an ESs performance does not meet the standards the MAPS management will determine:

- That there is a need for the ESs to undertake a further probationary period of not more than six months; or
- The ESs is not suitable for continued employment and the employment is terminated;

The ESs may request that a panel be established to review their performance. In this case, when determining the composition of the panel, the MAPS management must ensure that the panel meets the guidelines stated in the Education Support Staff Agreement.

Stage 3- Conclusion of Probationary Period

At the conclusion of the probationary period the MAPS management will meet the ESs to discuss the ESs’s performance. At this stage the MAPS management may:

- Confirm the employment of the probationer; or
- Extend the probation for a further period (not exceeding six months)
- Terminate the employment under the guidelines stated in Education Support Staff Agreement.

Reviewed August 2013
7.3 Determining the responsible person at the service.

**Purpose:** The Education and Care Services National Law determines that a responsible person must be physically present at a centre based service at all times that a service operates.

**Aims:** To ensure:

- A responsible person will be on the premises at all times, and details of the responsible person at any time will be clearly displayed for educators, staff and families.
- The process for determining the responsible person will be clear to all educators and staff, and followed at all times.
- Details of the person responsible are documented and displayed for all users of the service.

**Guidelines and Procedures:**

- There must be a Responsible Person in charge of the service and physically present at all times.
- The Responsible Person is placed in day to day charge of the service in accordance with the National Regulations.
- Generally the responsible person at a service will be the Nominated Supervisor.
- Certified Supervisors could agree to be the Responsible Person when the Nominated Supervisor is not on duty, to ensure that during all operating hours there is a Responsible Person present at the service.
- The Responsible Person, although in charge of the service does not take on the responsibilities of the Nominated Supervisor. The Nominated Supervisor has overall charge of the service and ensures that there is consistency and continuity in practice.

A responsible person can be:

1. The Approved Provider – Mont Albert Primary School representative usually either the School Principal or Assistant Principal.

2. The Nominated Supervisor – Usually the service Coordinator.

3. A Certified Supervisor – an Educator with a Supervisor’s Certificate, who has been placed in day-to-day charge of the service.

The Approved Provider will:

- Ensure the Nominated Supervisor and the Certified Supervisors have a clear understanding of the role of the responsible person.
• Ensure that the responsible person is appropriately skilled and qualified
• Ensure a responsible person is physically present at the centre at all times when the service is operating.
• The name of the responsible person will be displayed on the Funcare notice board.

Reviewed August 2013
7.4 Staff appraisal/performance management policy

**Purpose:** To ensure the program is running effectively in accordance with policies and procedure and for staff to continually strive for improvement.

**Aims:**

- To create a platform whereby the Coordinators and staff can raise issues concerning staff performance.
- For staff to do self-evaluations and reflect on their own performance, and to use those evaluations as a basis for self-improvement.
- For management to identify areas for improvement and give direction for appropriate training sessions and/or professional development.
- In regards to ESs staff, to annually assess the performance of the staff in accordance to their job descriptions and review the salary of the ESs staff member.
- To meet National Standards, Quality Assurance and Education Support Staff Agreement guidelines.

**Guidelines:**

**Permanent Staff (Education Support staff)**

- All ESs employees will be subject to annual performance reviews that are directly linked with incremental salary increases where applicable.
- The performance review procedure include:
  1. an initial meeting with the MAPS management to discuss goal setting, improvement strategies and professional development planning to compliment the set goals.
  2. a mid cycle meeting with the MAPS management to assess how the goal achieving is proceeding.
  3. an end of cycle review with the MAPS management whereby the ESs must demonstrate through discussion and evidence that they are performing their duties as stated in their job description and that they have met the goals they have been set for them at the start of the cycle. It is the onus of the ESs to present physical evidence to support their performance outcomes.
- It is based upon this presentation that the MAPS management will decide whether the ESs will move up an incremental pay increase as set out in the Education Support Staff Agreement.

**OSHC Casual Staff Evaluations**

- Once per year all casual employees will be evaluated by the Coordinator and the Assistant Coordinator. The casual employees are also expected to fill out a self-evaluation. The Coordinator/Assistant coordinator and the employee will then meet to discuss the results of the evaluation and which areas need improvement.
- These outcomes will be agreed upon then implemented over the coming year, with evidence provided for the next review.

Reviewed August 2013

Version: 3.0

Released:
7.5 Training/professional development policy

**Purpose:** To ensure staff are current in their industry knowledge and encourage them to strive for professional improvement.

**Aims:**
- To incorporate professional development goals in performance appraisals for permanent staff.
- To incorporate current theories and practices in the management of OSHC.
- To foster continual self and professional improvement.
- To provide an environment that encourages learning.

**Guidelines:**
- Permanent staff should identify professional development as part of their annual goals and attend at least one professional development or training session per year to maintain current theories and practices.
- Staff are encouraged to run training sessions with their peers in areas in which they are knowledgeable.
- Funds are assigned in the budget for professional development.
- In setting the budget consideration is to be given to the cost of the professional development and the number of hours to complete it.
- The OSHC Coordinator will determine the priority for professional development expenditure.

Reviewed August 2013
7.6 Occupational Health and Safety of Staff Policy

**Purpose:** To ensure that OSHC staff observe health, OH&S, hygiene and sun protection practices in a childcare environment. OSHC complies with the Mont Albert Primary School Occupational Health and Safety (OHS) Policy. This policy is attached to the Policy Manual (Appendix 2).

**Aims:**
- To ensure that OSHC staff observes health, hygiene and sun protection practices in relation to children.

**Guidelines:**
- OSHC staff must observe strict health, hygiene and sun protection practices in relation to children. These practises must have regard to current community standards and are in accord with relevant government guidelines to minimise risks to children.
- OSHC staff must not present ill for work when they have a contagious illness.
- OSHC staff must advise the OSHC Coordinator should they fall ill while working at the OSHC program.
- OSHC staff must comply with occupational health and safety guidelines to ensure personal safety and well-being.

*Refer:* Hygiene policy, sunsmart policy.

Reviewed August 2013
7.7 Complaints/Grievance policy

Purpose:
To provide a system whereby a staff member can raise issues with OSHC Program or OSHC Management and work towards a resolution.

Aims:
- To resolve issues in a timely and efficient manner.
- To act upon issues raised and take appropriate measures to work towards an outcome that is workable for all parties involved.
- To safeguard the rights of all staff.

Guidelines:
If a staff member believes they have a complaint about any aspect of OSHC, this procedure should be followed:

- Step One:
  Initially the Coordinator should be consulted and where possible the issue resolved using the policies and procedures of the Program. Alternatively OSHC staff may escalate the issue to the School Assistant Principal or a member of the OSHC Sub-Committee.

- Step Two:
  If the issue is still unresolved or urgent, one or more of the following people should be contacted through the School telephone: 9890 1331, as appropriate:
  - The Principal
  - Financial Administrator
  - Assistant Principal
  - Occupational Health & Safety representative
  - OSHC Council Representative

- Step Three:
  Refer to the appropriate Grievance Procedure as stated in the School Services Officers Agreement 2004.

The person lodging the complaint has the right to confidentiality, the right to representation, the right to appeal and the right to be notified of the outcome.

Reviewed August 2013
7.8 Volunteer and Student placements policy

**Purpose:** To allow community participation in the OSHC program and to ensure this participation is carried out in a safe and appropriate manner.

**Aims:**
- To ensure volunteers receive appropriate induction information.
- To ensure the safety of the children.
- To facilitate a time that is enjoyable and beneficial for both the volunteer and the children.

**Guidelines and Procedures:**
- Any individual over 18 years of age must have a current satisfactory working with children check before being allowed to participate in OSHC.
- Ensure that volunteers under 18 years of age provide their written school endorsement or other appropriate references.
- Volunteers need to demonstrate that they have the appropriate disposition to work within the OSHC environment.
- Volunteers are to be given a copy of the Role Statement of Volunteer and to receive appropriate induction before commencing work at OSHC.
- Volunteers/Students are to be supervised at all times by OSHC staff and are not permitted to be the sole carer of child/ren.
- Volunteers/Students must sign in and sign out in the Attendance sheet of the day.
- All volunteers/students will fill out a Staff record to be stored in the staff folder for 3 years after the date of their last shift.
- All volunteers/students must provide an emergency contact list.
- All Volunteers/students must act in a professional manner and in accordance with our staff code of conduct whenever present at the service.
- All Students/Volunteers are not permitted to take photos or documentation of Mont Albert Primary School Students without expressed written consent of the parents of all students involved and the coordinator of the service.
- Volunteers/Students must treat any information they hear or see whilst attending the service with the strictest confidentiality.
- Volunteers/students are not permitted to use mobile telephones whilst in direct contact with Mont Albert Primary School Students.

Reviewed August 2013
7.9 Visitors to the Centre policy

Purpose:
To offer a varied and interesting program for the children and ensure visitors to the centre, whether paid or unpaid, do so in a manner that is both safe for the visitor and for the children attending OSHC.

Aims:
- To allow community organisations and families to become involved in the program by visiting OSHC.
- To offer program initiatives and activities via paid services.
- To ensure visitors to the service do so in a manner that is safe regarding child protection.

Guidelines and Procedures:
Community and Family visitors
Community and family visitors are part of the community participation in the OSHC program, which helps children become aware that they are part of a broader community.

- Community and family visitors are not to be included in the staffing ratios while at OSHC.
- Community and family visitors must be made aware of policies regarding child protection.
- Community and family visitors are not permitted to be left as the sole carer of a child or group of children and must be accompanied by a staff member at all times when interacting amongst the children.
- All visitors must report to the school office and wear a visitor badge.
- Community and family visitors are not permitted to take photographs or video without the express written consent of both the service and parents of the students involved.

Paid Visitors
The purpose of paid visitors is to offer the children attending OSHC the opportunity to take part in activities not usually able to be offered at OSHC.

- Visitors that are paid by OSHC to provide a service are not included in staffing ratios.
- Paid visitors are classed as contractors and therefore must have public liability insurance up to the amount of 10 million dollars.
- Paid visitors are to be accompanied by a staff member at all times when interacting amongst the children.
- Paid visitors must hold an up to date Victorian Working With Children’s Check

Reviewed August 2013
7.10 Workplace Harassment and Bullying Policy

Purpose:

All employees have the basic right to work in a place where they are valued, respected and appreciated by their colleagues, supervisors and employers. Workplace harassment and bullying can be detrimental to the ongoing health, wellbeing and sense of safety for staff. The following guidelines shall be implemented by the service to ensure workplace bullying and harassment is not tolerated and that appropriate procedures for managing reports of bullying and harassment are in place.

Procedures

- Workplace bullying and harassment shall not be tolerated or accepted by any member of staff or management of the service.
- It shall be acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress; feelings of isolation at work; anxiety; loss of self-esteem, loss of financial security; loss or deterioration of personal relationships; physical symptoms of stress such as headaches, backaches, stomach cramps and depression.
- Physical assault must be reported to the Victoria Police Service immediately.
- Grievance procedures shall be made available to staff and clearly articulated in the employee induction manual.
- All reports of bullying shall be managed in accordance with the grievance procedures which will include:
  - Reporting the grievance to management through appropriate channels.
  - Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information.
  - Management shall seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace.
  - Management shall arrange for a meeting with the offender to discuss the nature of the alleged complaint and or grievance.
  - Appropriate dispute resolutions services shall be accessed as required and upon professional advice.

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