

FLEMINGTON PRIMARY SCHOOL



OUTSIDE SCHOOL HOURS CARE PROGRAM

STAFF HANDBOOK

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INTRODUCTION

Welcome to the staff team at Flemington Primary Outside School Hours Care (OSHC) program.

Whether you are a volunteer, student or paid worker for one day or more, you will certainly get a lot out of the time you give. Working in an OSHC program can be challenging and enjoyable for all who are involved in one.

Please read this handbook within a fortnight of starting work and see the Co-ordinator if you need anything clarified.

History of the Service/Centre:

The Flemington Primary OSHC program has been operating since 1990 and has grown considerably over the year. The need for an OSHC program came from the families at FPS who needed care for their children.

Philosophy of the Service:

FPS has recognised the need and is committed to providing an OSHC program for the families within the local community. FPS has developed a high quality program staffed by committed professionals and this program operates to allow parents to pursue employment and/or training. The safety, welfare and well being of all children attending the program are a priority at all times.

Aims:

Through the OSHC program, FPS aims to:

- Offer the children a place to play, to relax and to learn new skills in a comfortable, safe, caring and stimulating environment which is appropriated for school age children
- Provide a program that promotes the developmental, social, emotional and intellectual needs for the children that attend the program
- Provide a written program which is gender inclusive and developmentally and culturally appropriate
- Provide consistent, affordable, reliable and quality care
- Ensure that the program's decision making processes enable parent/carer participation
- Develop and maintain an operational policy for the OSHC Program

Hours of Operation:

FPS OSHC program operates a Before and After Care program during school terms. The program is also available for all FPS pupil free day and early finish days throughout the school year.

Before School Care: Monday to Friday 7.30am - 8.45am
(places for 60 children)

After School Care: Monday to Friday 3.30pm - 6.00pm
(places for 105 children)

Pupil Free Days: 7.30am - 6.00pm
(places for 45 children)

Vacation Care: Monday to Friday 7.30am - 6.00pm
(places for 30 children)

Quality Assurance:

Outside School Hours Care Quality Assurance (OSHCQA) aims to provide school age children in outside school hours care throughout Australia with high quality care that best promotes their learning and development while recognising the importance of social interactions and recreation. (OSHCQA - Handbook 2003 - page3). The following publications are available in the staff office for staff to borrow:

- OSHCQA video
- Choosing Quality Child Care
- Quality Practices Guide
- Self Study Report
- Workbook

The staff team at FPS OSHC work together to provide quality care for all children for all children who attend the program.

Staff will participate as a team in the Quality Assurance process by providing feedback for the Self-Study report and by filling out surveys as well as participating in the continual improvements.

National Standards:

The National Standards for OSHC represents baseline standards for the provision of child care for primary school age children. Our OSHC program will work at the level of National Standards and where our OSHC program is unable to meet these standards we will have procedures in place in working towards these standards. For a copy of these guidelines please refer to the OSHC Handbook which is located in the office.

Staff Standards:

The FPS OSHC expects a member of staff to:

- Provide a friendly, relaxed and safe environment for all children, parents and visitors to the centre
- Be responsible for the performance of your duties
- Deliver a quality service to all children
- Conduct yourself in such a manner that positively reflects the philosophy of the centre
- Ensure that all possible precautions are taken to avoid accidents
- Communicate effectively with other staff members

Families of the FPS OSHC expect staff to:

- Communicate effectively and in a friendly manner
- Assist their needs positively and quickly
- Resolve issues with tact and diplomacy

Other staff at FPS OSHC and FPS staff expect to:

- Work as a team member
- Work in a safe manner to ensure no person is put at risk
- Be punctual and willing to assist in tasks of other staff
- Be conscious of other staff members and their needs
- Provide an environment free from discrimination

GENERAL POLICIES

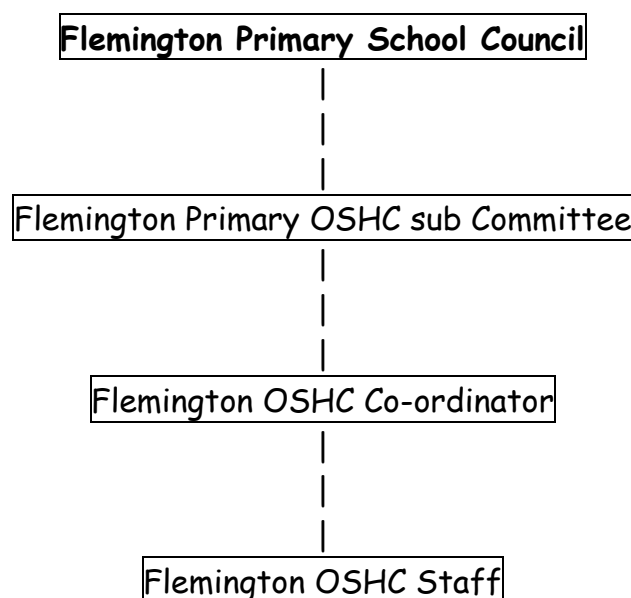
Confidentiality Policy:

FPS OSHC program protects the privacy and confidentiality of all individuals by ensuring that all records and information about individual children, families, staff and management are kept in a secure place.

This information will only be accessed or disclosed to those people who need the information to fulfil their responsibilities at the program or have the legal right to know.

Lines of Accountability/Management Structure:

It is extremely important that all staff work together as a team and support one another. The following table shows the lines of accountability between FPS OSHC staff team and the Sponsoring Body (School Council). As a staff member at FPS OSHC program you should follow these lines of accountability when working in the centre.



Enrolment Policy:

All children who attend the FPS OSHC program need to be enrolled prior to commencing regardless if it is a permanent or casual booking.

- Enrolment forms are available from the school office or from the OSHC program
- Enrolment forms must be returned to the program prior to the first day of attending

Settling Children into FPS OSHC:

FPS OSHC has a commitment to a happy and relaxed environment for all children, parents and visitors.

- It is important that all children, parents and visitors are welcomed on arrival to the program
- If a child becomes upset when their parent/guardian leaves, find an activity that the child may enjoy
- When a parent/guardian pick their child up, make a point of discussing the child's day with the parent

Payment of Fees Policy:

Parents are encouraged to pay fees for OSHC upon receipt of an invoice.

- Accounts are distributed by the School Office the last Friday of each month
- Receipts are sent to parents quarterly

If a parent raises an issue to you about fees, please redirect them to the Co-ordinator or let the parent know that you will pass the information onto the School Office

Dropping off and Collecting Children:**Before School Care**

Children that attend the Before School Care program will need to be signed in by an adult. Children will be signed out by a staff member of FPS OSHC.

After School Care

Children who attend the After School Care program will be signed in by a staff member of FPS OSHC. Children need to be signed out by an adult that is authorised to collect the child on the enrolment form.

Excursions:

Excursions may be offered occasionally to children. Consent forms will be completed by parent/guardians and returned with their permission for the child to attend the excursion. All staff will be advised in advance if an excursion is planned and advised of the hours, location and means of travel.

Positive Behaviour Guidance:

FPS OSHC program understands that the management and guidance of children's behaviour is an important part of our program. It enables FPS OSHC program to maintain a safe, positive and stimulating environment within the program whilst promoting in children the development of self-discipline, self-direction and the respect of self, others and the environment.

It is the expectation of FPS OSHC that all children who attend the centre demonstrate both co-operation and consideration to staff and other children.

Refer to Appendix 3 for a list of the rules so the program. These rules change regularly and staff work with children to develop these.

Communicating with Parents and Children:

FPS OSHC recognises that a partnership is required between parents, staff and children. Parents are encouraged to participate in the following ways:

- Parents will be encouraged to participate in the work of the sub-committee

- Parents are encouraged to attend the centre at any time. They are required to sign the visitors book in the school office or at the centre if the school office is closed

Staff are responsible to advise parents/guardians on any matters relating to their child's behaviour. The Co-ordinator or Assistant normally handles this and if the matter requires further input, the school principal will be involved.

Parents Complaint Procedure:

FPS OSHC program encourages all parents to provide feedback about any aspect of the program:

- If a parent has a complaint it should be referred firstly to the Co-ordinator for discussion. Strategies will be implement to resolve the situation with the best outcomes for all concerned

- If a parents has a complaint, which is directly relating to the Co-ordinate then the parent should put the complaint in writing and address it to the FPS OSHC sub-committee. The parent can also be referred to the School Principal

- The parent will be notified of the recommendation/action that has been taken

Staff Meetings:

Staff meetings are held once a term. Staff will be advised of date and times in advance.

Special Needs Subsidy Scheme:

FPS OSHC will include all children, if the appropriate resources are available to include the child.

FPS OSHC program will work with Children Services Resource and Development Officer (CSRDO) and child's parent to include children with special needs into the program.

HEALTH AND SAFETY POLICIES

The safety of children and staff within the FPS OSHC program is of utmost importance and is the responsibility of all staff.

Children are to be supervised at all times.

Staff Ratios:

FPS OSHC program understand that one of the most important determinants of quality care in an OSHC program is the number of staff who work in the service as this will affect the quality of interactions with the children.

FPS OSHC program will follow the National Standards for OSHC (June 1995) - page 13, which states:

- There shall be a maximum of 15 children to one staff member (National Standard 3.1.1)
- There shall be a maximum of 8 children to one carer on excursions (National Standard 3.1.2)
- There shall be a maximum of 5 children to one carer for swimming (National Standard 3.1.3)

There will always be a minimum of two staff members present at any one time.

Staff Qualifications/Training:

The FPS OSHC program will endeavour to follow National Standards for Outside School Hours Care which states:

- OSHC services must employ staff on the basis of a minimum of one qualified staff member to every 30 children, or part thereof (National Standard 3.2.2)
- A degree in teaching (Primary and/or Early Childhood), an associate diploma in child care and/or youth or recreation (experience in working with children aged 5-12 years is desirable) shall be considered as an acceptable qualifications (National Standard 3.2.3)

Where FPS OSHC program can not meet the above guidelines, FPS School Council will put in the mechanism to work towards meeting the National Standards for Outside School Hours.

Volunteers:

FPS OSHC program will utilise volunteers.

- Volunteers will include secondary students, university students, parents, unemployed or other person with an interest in working in an OSHC program
- All volunteers need to fill in a personal details form, which will be provided to volunteers before commencing work in the program
- All volunteers will be at least 18 years of age and have a Working With Children Check
- Recruitment and induction of volunteers will be in accordance with the Flemington OSHC guidelines
- Volunteers will need to fill in a record of attendance, which will be located in the staff office. Volunteers will need to fill this in after each day that they work at the centre
- Volunteers will not be included in the staff: child ratios for program based activities (See National Standards for Outside School Hours Care 3.1.1)
- Volunteers can be included in the excursion and swimming carer: child ratios as long as the 1:15 staff: child ratio is followed. (See National Standards for Outside School Hours Care 3.1.2 and 3.1.3)

First Aid:

In the event of an accident or a child falling ill, FPS OSHC program will endeavour to have one qualified First Aid staff member at the centre.

- A first aid kit is located in the staff room
- A first aid kit will be taken on all excursions
- The Co-ordinator is responsible for maintaining the First Aid Kit

Food Safety:

FPS OSHC program has a qualified Food Safety Supervisor who will ensure that all staff and children who prepare food have the skills and knowledge to prepare food safely.

FPS OSHC program staff will encourage children to exercise good food hygiene practices:

- Washing hands before snack time
- Washing hands before commencing a cooking activity
- Staff will be role models to children

Equipment:

Staff are required to check all equipment and furnishings regularly to ensure they are in a safe, clean, hygienic condition and in good repair.

- If any equipment is damaged staff are to report to the Program Co-ordinator

- The Co-ordinator will report all equipment and maintenance damages of the FPS OSHC sub committee

- FPS OSHC facilities, material and equipment must not be used for private use. No member of the OSHC staff has the authority to lend, borrow, use for private purposes or hire out any equipment or materials without prior permission of the School Council or Sub Committee

Mobile Phones:

No personal mobile phones are to be used during program times. If staff need to be contacted in an emergency then they can be contacted on the program's mobile number or landline.

Smoking/Alcohol/Illegal Substances:

FPS OSHC staff are role models for the children who attend the program therefore staff will not smoke, consume alcohol or illegal substances when working on the program premises.

Dress Code:

Staff should wear comfortable clothing suitable for weather conditions and for the day's activities. Clothing should be practical and sensible ie. Track pants, jeans and runners or other comfortable shoes. Please remember that staffs at FPS OSHC are role models for the children.

Staff are provided with a uniform consisting of 2 polo shirts which staff are required to wear. Uniform is a cost to the program not to the staff. Coordinator and Assistant are provided with a winter jacket by the program.

Staff Immunisation:

All FPS OSHC staff are encouraged to have all childhood immunisations for their own and the children's well being.

- Influenza vaccination is offered to all FPS OSHC staff. Staff can elect to visit their own doctor or attend the Moonee Valley City Council to receive their immunisation. FPS OSHC will reimburse staff for any costs incurred.
- Hepatitis A and B and Meningococcal C vaccinations are available and costs will be reimbursed. These are strongly recommended, however FPS OSHC is unable to force staff to be immunised against these conditions.

Unwell Children and Staff:

If a child becomes ill while attending the FPS OSHC program the following procedures are to be followed:

- The child is to be kept under adult supervision until the child recovers or until the child's parent or emergency contact person comes to pick the child up. If a child can not continue in the program, the parent will be contacted to come and collect the child
- Staff are not to leave the program with a sick child. In the case of an emergency - where a parent or emergency contact cannot be located an ambulance will be called if needed
- The Co-ordinator will ensure that a record is kept of the child's illness and is signed by the parent when picking the child up

If a staff member becomes ill while working at FPS OSHC program the following procedures are to be followed:

- The staff member reports to the Co-ordinator, so that the Co-ordinator can call an emergency staff person to relieve the ill staff member
- The Co-ordinator will ensure that a record is kept of the staff members illness and is to be signed by the staff member
- If the Co-ordinator is sick, the FPS School Principal will be called and will organise an emergency staff person

Child Minor and Serious Accidents:

If a child has an accident while attending the program, staff are to follow these procedures:

- The child is to be kept under adult supervision until the child recovers or until the child's' parent or emergency contact person picks the child up
- If the child requires immediate medical aid in the program (eg. An ice pack, bandage etc.) this will be administered under the Program Co-ordinator's supervision and the Co-ordinator will notify the parent or emergency contact of the accident or illness when they come to pick the child up
- In the case of medical attention being required in an emergency, every attempt will be made to secure the consent of the parent/guardian. Where this is not possible the consent of the registered medical practitioner on the enrolment form where possible
- FP S OSHC staff are not to leave the program with an injured child. In the case of an emergency - where a parent/guardian or emergency contact cannot be reached, an ambulance will be called. The decision will be made at the discretion of the Program Co-ordinator. A staff person other than the Co-ordinator will go with the child and an emergency person will be contacted to fill in to meet ratios.
- The Co-ordinator will ensure that an accident report is filled in and signed by all parties

Staff Minor and Serious Accidents:

If a staff member has an accident while attending the program the following procedures are to be followed:

- The Register of Injuries must be completed by the employee who is injured at work
- The Victorian WorkCover Authority is to be notified in the event of a notifiable incident or occurrence with the Occupational Health and Safety (Incident Notification) Regulations
- Near misses are to be recorded. Near misses may not cause injury but they have the potential, eg. A shelf may come loose and fall from a wall and although nobody was hurt the possibility existed
- Allianz is the WorkCover Claims Agent
- Refer to Occupational Health and Safety for further details (Appendix 1)

Medication:

If a child requires medication to be administered while in FPS OSHC, program staff will follow these procedures:

- The parent/guardian must sign a medication authorisation form stating the child's name, type of medication, dosage and time to be taken
- Staff will administer the medication and will sign the medication authorisation form, have it witnessed by another staff member
- When the parent/guardian comes to pick the child up, they will need to sign the authorisation form

Staff will only assist with medication if:

- It is prescribed by a doctor
- It is an over the counter medicine that has been authorised by the child's' parent/guardian
- The parent has completed and signed the program's medication authorisation form

Occupational Health and Safety:

Please refer to the FPS OSHC Occupational and Safety policy (Appendix 1), which deals with the following areas:

- OH&S Responsibilities
- Workplace Hazards - Risk Management
- Manual Handling and Back Care
- Reporting Injuries, Accidents and Near Misses
- Emergency and Evacuation Procedures
- Response to Natural/Environmental and Critical Incidents
- Stress Management
- Adult Immunisations
- Induction and Training

Sun Smart:

To ensure that all children who attend the FPS OSHC program are protected from the sun the following applies:

- Children must wear a broad rimmed hat or legionary style hat during term 1 and 4, when playing outdoors (no hat = no outdoor play). Children who do not have a hat will not be permitted to engage in outdoor activities
- Children will be encouraged to reapply sunscreen themselves during program time (sunscreen will be available at the program). All families will be advised on the brand of sunscreen provided so that if a child is allergic to it the parent can supply the child their own. Staff will not apply sunscreen to children
- Staff will be positive role models and apply sunscreen to themselves and wear a hat during all outside activities during terms 1 and 4

Safety Drills:

Please refer to the FPS OSHC Occupational Health and Safety policy (Appendix 1) - Emergency and Evacuation Procedures.

Supervision of Children:

It is the staff member's duty to adequately supervise the children. If the group is large and involved in a number of different activities and in different areas, it is important to acknowledge particular areas for staff to supervise and that they can see all children at all times. The following basic supervision guidelines for staff are:

- Make sure that all children can be seen at all times
- Face children you are supervising
- If children are both inside and outside, a staff member must be inside and another outside
- Intervene immediately if children are in a potentially hazardous situation
- Ensure children are supervised in areas where dangerous appliance and items may be kept
- Plan the environment to minimise potential danger

STAFF EMPLOYMENT ISSUES

Equal Employment Opportunity:

FPS OSHC program is committed to the principles of equal employment opportunity and will apply these principles in the treatment of all staff. FPS OSHC employs the best possible people to deliver the service, recognises and develops the potential of all staff and ensures that everyone works in an environment free from harassment and discrimination.

Job Descriptions:

All FPS OSHC staff will receive a copy of their job description prior to commencing in the centre. Make sure you are aware of your own and other staff member's responsibilities as this will help you to fulfil the requirements of your position in the centre and know who to refer other tasks to.

See Appendix 2 for the following job descriptions:

- FPS OSHC Program Co-ordinator
- FPS OSHC Program Assistant

Staff Recruitment:

The FPS OSHC Sub Committee and FPS School Council will ensure that appropriate staff are provided for the OSHC program.

- A recruitment process will be undertaken
- Appropriate applicants will be interviewed by FPS School Principal, Co-ordinator and OSHC Sub Committee Representative
- Staff references will be checked
- Staff will be employed with a 3 month probationary period
- All staff will undergo a staff appraisal yearly
- Police checks on employees are required and updated every 12 months

Contract/Letter of Appointment:

All staff will be provided with a contract or letter of appointment outlining staff conditions of employment. This will be reviewed on a regular basis.

Included in the contract/letter of appointment will be:

- Staff hours (non contract and contract hours)
- Employment Classification (part time, full time, casual)
- Award Entitlements and Conditions
- Contract Period
- Termination/Redundancy process
- Staff Appraisal

Staff Conditions of Employment:

All FPS OSHC staff are paid under the Education Services Officers Award. All conditions of the award will be followed. For a copy of the award please see the Co-ordinator or the award can be downloaded from the Internet - www.sofweb.vic.edu.au. Staff will have their conditions of employment highlighted in their contract/letter of appointment.

Co-ordinator and Assistant:

The Co-ordinator and Assistant are paid as follows:

- Permanent Paid Time staff are paid by the Department of Education, Employment and Workplace Relations (DEEWR)
- Paid under the school services award
- Paid fortnightly. Payday is a Wednesday. Wages are directly paid into nominated bank account
- Annual leave (11 weeks) - will be rostered to ensure required staffing levels are maintained. Staff will need to consult with the Co-ordinator and Committee of Management to determine mutually acceptable dates and apply for leave on a Leave Agreement Form
- Sick leave - 2 weeks
- Leave Loading - 17.5%per annum

Casual Staff:

Casual staff are paid as follows:

- Under the Non Teaching Category of the Educational Services Offices Award:OSHC Assistant, casual rate
- Staff are paid through the FPS central payroll fortnightly. Payday is a Wednesday and wages are directly paid into a nominated bank account
- All employees are covered by a probationary period upon commencing employment. This will be outlined throughout the interview and in your letter of appointment

Timesheets:

All staff will need to complete a timesheet and hand to the Co-ordinator the Monday of the pay fortnight. The Co-ordinator will then pass them onto the Office Manager.

Superannuation:

Superannuation will be provided. 9% of each weekly payments will be automatically contributed to the super scheme each week. Employees can contribute further payments of their own salary.

Work Cover:

OSHC sub committee will ensure that work cover is paid for all staff. If an injury is reported the staff must follow the Occupational Health and Safety Policy (see attachment 1)

Police Checks:

All employees will need to have a police check prior to commencing working in the program. FPS OSHC will pay the cost.

All employees will need to have a Working With Children Check prior to commencement of work within the Program.

Staff Orientation:

All new staff will receive an orientation to the program and their position that will provide staff with introductions and clear expectations.

- All staff will have received the Staff Handbook and have access to the FPS OSHC program policy document
- All staff will be introduced to the children, other staff members and families
- All staff will need to complete the following paperwork before commencing:
 - Personal details form
 - Superannuation form
 - Tax form
 - Bank details form (for wages to be paid into)

Staff Appraisal:

FPS OSHC supports staff to determine their work performance and identify opportunities for further training and development. A staff appraisal will be conducted on anniversary of employment.

- Staff can advise the Co-ordinator of training that they would like to attend
- Training opportunities will be determined by the Co-ordinator

Staff Procedure to Raise Issues/Concerns with Management:

FPS OSHC management welcomes the issues and concerns of staff to be addressed with the Committee of Management. These issues and concerns can be:

- Raised through the OSHC Co-ordinator at staff meetings who will then report to the Committee of Management and the Principal
- Through the staff communication book
- Directly in person to the Co-ordinator

Staff Grievance Procedure:

FPS OSHC management value the contribution of all staff members and understand that in any work distraint, disputes and problems arise which cause stress.

Any form of staff harassment or discrimination will not be accepted and will be dealt with by the Committee of Management and Sponsoring Body - School Council.

Any staff with a grievance or an expression of dissatisfaction with the program or a member of staff is asked to follow these steps:

1. Please discuss your complaint/issue with the Co-ordinator first and refrain from discussing it with children, parents or other staff members. This is to protect involved parties interest and ensure only the relevant facts applicable to the complaint/issue are the issue. The Co-ordinator is to raise the issue with the Principal first.
2. If the issue is against the Co-ordinator, then you should contact the Principal of FPS on 9376 7137.
3. All complaints/issues need to be followed up in writing to the Committee of Management
4. The complaint/issue will be notified of what action/recommendation is decided by the Committee of Management within an appropriate period
5. The staff member will be given the opportunity to consider the action/recommendation and report back to the Committee of Management

Handling Staff Complaints:

FPS OSHC management will handle all staff complaints with sensitivity and confidentiality.

APPENDIX LIST

APPENDIX 1 - Occupational Health and Safety

APPENDIX 2 - Job Descriptions

APPENDIX 3 - Program Rules

APPENDIX 1 - OCCUPATIONAL HEALTH AND SAFETY

APPENDIX 2 - JOB DESCRIPTIONS

APPENDIX 3 - PROGRAM RULES

A few simple guidelines need to be remembered:

- Children will not run or yell in the program area
- After playing with activity resources, all items must be packed away and returned to where they belong so they can be found easily by other children
- It is expected that an appropriate manner is used at all times and that children show consideration and respect to each other
- If a child needs to go to the toilet, you must let a staff member know and attend in pairs. No one is allowed to attend the toilets alone
- Children's toys and belongings are their own responsibility and will be kept on hooks outside the program area. Sharing is encouraged, although personal belongings can cause problems such as lost, broken, forgotten items etc.
- All children must adhere to the Sun Smart Policy whereby children must wear a hat when playing outside during terms 1 and 4. Sunscreen is available from the centre
- Children are encouraged to clean up after themselves. i.e when food or drink is spilt.
- Hands are washed before preparing food and before and after eating.
- Food is to be eaten while sitting at the tables
- The kitchen area is for preparing and cooking of food only.

These are displayed in our centre and will be reviewed regularly with input from children and staff.

