

## Purpose

At PCYC we believe that our educators and staff are our most valuable asset. We aim to employ the best possible educators and ensure they are fit and proper for employment in children's services.

Our aim is to create a work culture, policies and procedures that support the employment of the best educators and staff we can for our services.

A flexible, and harmonious working environment is maintained, which ensures the rights of the employees are always met with educators employed under the PCYC Enterprise Agreement. An induction process is conducted for all employees to ensure they are aware of the values and practices of the service.

Educators receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities. Grievances are addressed quickly and effectively with the highest standards of confidentiality always practiced. All Educators, volunteers, students, and visitors will be informed of their expectations and requirements related to safety and the proper care of children. All practices will be in accordance with the PCYC (OOSH) Code of Conduct, policies and procedures.

## Scope

This Procedure meets the following Quality Areas:

- Quality Area 2: Children's Health and Safety
- Quality Area 4: Staffing Arrangements
- Quality Area 5: Relationships with Children
- Quality Area 6: Collaborative Partnerships with Families and Communities
- Quality Area 7: Leadership and Service Management

## Policy

### Staff Selection

#### Coordinator & Nominated Supervisor

- Appropriate qualification listed in the ACECQA's Approved Qualifications for Educators Working with Children Over Preschool Age, or actively working towards this qualification.

- Holds a current first aid, CPR, Asthma and Anaphylaxis qualification or willing to obtain.
- Holds an Identify and Respond to Children and Young People at Risk of Harm qualification and demonstrates a high understanding of child protection responsibilities.
- Willingness and skills required to take on Responsible Person duties as needed.
- Holds a current National Police Check.
- Holds a current Working with Children Check.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Have an ability to effectively supervise and manage an education and care service.
- Have adequate knowledge and understanding of the provision of education and care to children.
- Have adequate knowledge of the National Quality Framework, National Regulations and National Law.
- Desirable, minimum 2 years' experience in a relevant field and demonstrated ability to work with children and staff.
- Displays good communication skills and engages with all key stakeholders including families, schools, children, and management.

### Educators (Casuals and Part Time)

- Relevant experience and/or training.
- Holds a current National Police Check.
- Holds a current Working with Children Check.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Has an interest and desire to work with children.
- Displays good communication skills and engages with all key stakeholders including families, schools, children, and management.

### Students and Volunteers

- All volunteers will be interviewed by the Coordinator or the Club Manager and provide two suitable referees/references before they will be able to work in the service.

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# Out of School Hours (OOSH) Staffing Policy

## Version 2.0

- Both references must come back clear of any concerns around child safety or child protection issues.
- All volunteers and students will be required to comply with the WWCC guidelines and hold a current National Police Check.
- Relevant policies and procedures will be given to volunteers and students prior to commencement.
- Volunteers and students agree to read and adhere to the Child Protection Policy prior to commencement.
- Volunteers and students are not to discuss children's development or other issues with families.
- Volunteers and students must always adhere to the Code of Conduct and confidentiality policy.
- Volunteers and students will not be included in educator to child ratios at any time.
- The training organisation or school of the student must initiate the placement, identify the student's suitability and work with the coordinator in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- All volunteers and students will receive an induction at the service and PCYC club before commencing.

### Staffing Arrangements

- The service's Nominated Supervisor will be responsible for the day to day operations of the service. It is the responsibility of the Approved Provider to select a Nominated Supervisor and have their acceptance of the role documented and advise the Regulatory Authority of their choice and any changes that arise.
- It is the responsibility of the Club Manager to ensure sufficient number of staff are 'Responsible Persons'.
- In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to be in charge of the daily operation of the service. See the services Determining the Responsible Person policy for further information.
- The service will always display the details of the Nominated Supervisor and Responsible Person the service is operating.
- The service will appoint an Educational Leader and display the name of this person for families

should they wish to discuss the service's programming practices.

- At all times the service is operating, there will be at least one educator who holds a current approved first aid, CPR, anaphylaxis, and asthma management qualification as well as an identify and respond certification.
- Educators will record their name and the hours they have worked directly with children each time they are working in the service. This record will also include the name of the Responsible Person, the Educational Leader, and the names of any students and visitors.
- All staff will be informed of their responsibilities as a Mandatory Reporter as part of their orientation and induction process. This will involve discussion regarding their current understanding, use of this policy and resources and access to Child Protection training. Information related to sexual grooming will also be provided upon orientation to ensure that staff are fully aware of the signs and limits related to appropriately interacting with children.

### Staffing Standards

- Educators need to ensure they hold current, updated, and appropriate qualifications relevant to their roles.
- Staff are aware of the Nominated Supervisors of each service.
- Staff will ensure they are passing information onto key stakeholders in a fair and appropriate manner.
- Staff will ensure they work to build trusted, respectful, and honest relationships with all key stakeholders.
- Staff must ensure they always maintain confidentiality.  
Staff must ensure they are keeping abreast of changes within the Children's Services sector  
Staff must ensure they read, understand, and give feedback on all policies.  
Staff must ensure they continue to promote an environment free from tobacco, drugs, and alcohol.
- Staff need to ensure they are upholding PCYC vision and mission.
- Staff will not use personal phones during work hours. Photographs, videos and contact details for parents will not be taken or stored on personal

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phones or cameras. Educators will not use their personal phones to access social media.

- Staff need to ensure they are following PCYC's Code of Conduct.

## Recruitment: Equal Employment Opportunities

- All educator positions will be advertised according to Equal Opportunity Legislation
- No one will be discriminated against based on their cultural background, religion, sex, disability, marital status or income.
- All applicants and referees will be asked the same questions.
- All applicants will be selected according to equal opportunity guidelines.
- Selection will be based only on suitability for the position based on the selection criteria, which have been drawn up by the panel.
- The criteria will cover issues such as qualifications and experience, appropriate knowledge to meet the children's needs, good communication skills, and demonstration in being a fit and proper person for the job, including Working with Children Check and appropriate answers to the interview questions.

## STAFFING CODE OF CONDUCT

### Educator to Children: Professional Relationships

- Educators and children are to treat each other with respect, courtesy and understanding.
- Educators will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the service.
- Appropriate language is to be always maintained.
- Educators will use appropriate voice tone and level when talking to children. Shouting will be avoided.
- Educators will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Educators will greet and farewell children each session.
- Educators will initiate conversations with all children and develop an understanding of the child and their interests.

- Educators will give praise and positive feedback to the children as often as possible.
- When communicating with children, educators will communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Educators will not threaten or verbally abuse the children in any way.

### Educator to Educator Professional Relationships

- Educators are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be always used between educators.
- Educators are expected to work together as a team and be supportive of each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other educators. The Coordinator will arrange for contributions to be placed on the meeting Agenda.
- Educators are expected to read minutes of meetings and to take notice of changes to service policy and procedures.
- Educators are to read the daily communication book prior to the commencement of each session.
- Educators will familiarise themselves with the content of all notices displayed around the service.
- An educator with concerns about the work practices or standards of another educator will firstly approach that person to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Educators should not unnecessarily involve families or other educators in their matters of grievance or complaint.

### Educator to Family: Professional Relationships

- Educators will create a comfortable and supportive environment for families and strive for open communication and good relations.
- Educators and families will treat each other with respect, courtesy and understanding.
- Appropriate language is to be always maintained.
- Educators will not be judgemental towards families and will respect their need to use childcare.
- Educators will accept family's individual differences in raising their children and in all cultural issues.

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- Educators will ensure families are greeted and farewelled in all sessions.
- Educators will maintain regular, open communication with families. Educators should inform families personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.
- Educators will regularly talk to families about the child's interests or activities and respond to suggestions from the families.
- Educators will regularly talk to families about the child's cultural needs and celebrations and respond to these.
- When family members contact the service to see how a child is settling in, educators will provide them with information regarding the child's participation and wellbeing.
- Conversations will be maintained at a positive level.
- Communication with families will be maintained in a variety of ways such as:

Greeting and farewelling

Personal conversations

Notice boards

Parent handbooks

Newsletters

Information from management

- Educators will ensure that families are fully aware of all lines of communication and ensure these are followed.
- Educators will be aware of their limitations in relation to family's problems and ensure they are referred to the appropriate people when required.
- Families and educators are requested to always maintain confidentiality.

### Selecting a Person in day-to-day charge

- Any person working at the service who has been identified by the nominated supervisor or approved provider within the service as responsible for the day-to-day management of the service. This person can be an approved provider, a nominated supervisor, or an Educator.
- The Person in day-to-day charge must have completed all necessary training including: First Aid, CPR, Anaphylaxis and Asthma training as well as an Identify and Respond to Children and Young People at Risk qualification.
- The Person in day to day charge will be fit and proper adequate experience

**PCYC NSW will ensure:**

- The person in day to day charge has accepted the position in writing.
- The name of the Person in day-to-day charge must be displayed clearly at the service in a position easily visible to families.
- A record is kept including the name of the Person in day-to-day charge at all times that children are being educated and cared for at the service.

### References/Citations

The following documents were considered when formulating this procedure:

- Education and Care Services National Law 2010
- Education and Care Services National Regulations (82, 83, 84, 117, 118, 136, 146, 147, 148, 149, 150, 151, 155, 156, 168, 170, 173, 176, 181)
- Providing a Child Safe Environment
- Supervision Policy
- Confidentiality Policy
- Governance and Management Policy
- PCYC Enterprise Agreement
- Child Protection Legislation
- My Time, Our Place Framework

### DETERMINING THE RESPONSIBLE PERSON

PCYC NSW - Out of School Hours has a duty of care under the National Law and Education and Care Services National Regulations to ensure that a Responsible Person is on the premises

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## Approval

<b>Document Number</b>	POL - 074
<b>Document Owner</b>	General Manager - Club Operations
<b>Business Unit</b>	Club Operations
<b>Primary Author</b>	Ashlee Aria
<b>Version Number</b>	2.0
<b>Approved By</b>	CEO (Dominic Teakle)
<b>Approval Date</b>	May 2021
<b>Effective Date</b>	May 2021
<b>Review Date</b>	
<b>Signature of Approver</b>	

## Employee Acknowledgement

By signing below, employees acknowledge that they have read and understood this procedure and that they sort clarification from their supervisor or manager to areas where they were not sure (if applicable).

Staff Name: \_\_\_\_\_

Staff  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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