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1. Policies and Procedures
   1.1 Service Philosophy

   SERVICE STATEMENT OF PHILOSOPHY

   To provide a quality school-aged childcare service that is community based, flexible and meets each child’s need for care in a creative stimulating, safe and secure environment before and after school and during school holidays.

   The philosophy is implemented by the following goals:
   
   • To offer a flexible service that responds to the care and recreational needs of children
   • To provide an environment for children that:
     - Is both safe and challenging
     - Fosters individuality, recognising needs and interests
     - Promotes physical health and well being
     - Values the benefit of play in both structured and self-directed experiences
     - Fosters a spirit of equity and inclusion
   • To ensure that the service accurately reflects the needs of children and parents/guardians by:
     - Encouraging comments and feedback from all parents/guardians
     - Acknowledging and being sensitive to the cultural backgrounds of families
   • To ensure that staff/educators are able to:
     - Fulfil the role and responsibilities they are employed to undertake
     - Have their needs met

   1.2 Inclusion & Diversity Policy

   Policy Statement

   Carranballac College OSHC Service provides an anti-bias and non-prejudicial program which is inclusive of all children and their diverse cultures, needs and backgrounds. The service will ensure that all children are catered for within the planning of the program.

   Procedure

   Educators have the responsibility to ensure that:
   
   • The program offers a variety of activities and experiences for the children. These experiences will encompass cultural, linguistic, social, and differ for children’s abilities and backgrounds.
   • Children are encouraged to participate in the experiences provided which are adapted to meet the needs of the children.
   • Children are encouraged to respect and value others.
   • Children are encouraged to emphasise and support everyone at the service while building friendships and socialisation with all children of different ages, race, cultural backgrounds and gender.

   1.3 Equal Opportunity Policy

   Policy Statement
Carranballac College OSHC Service welcomes all families and staff no matter their race, gender, culture, sexual preference, religion, physical appearance, political view or ability.

All children and staff will be treated fairly, equitably, with respect and as individuals.

All children and staff will be offered the same opportunity, experiences and the same activities within the service.

2. Administration

2.1 Confidentiality of Records/Information

Rationale

Carranballac College OSHC Service will comply with the Privacy Act 1988 which governs the release of personal information. This ensures that the information provided to the Service does not become public or misused and unauthorised access to this information does not occur.

Policy Statement

The Carranballac College OSHC Services will respect the privacy of families that attend the Service and will follow the guidelines set out in the Privacy Act 1988. We are committed to protecting the rights of children, families and staff.

Procedures

- All personal information on children, families and staff will not be disclosed to other families within the Service or external persons
- Sensitive information relating to custody, access, intervention orders, additional needs, medical and health status is filed appropriately
- Educators will respect family rights to confidentially when these rights do not conflict with the rights and safety of the children e.g. child protection matters
- All personal information will be kept in a safe and secure location. Access will be restricted to staff members working directly with the child
- All information collected directly from the child’s family will be updated annually
- When no longer required at the Service, personal information must be archived and stored up until the child turns 25 years old.

2.2 Record Keeping

Policy Statement

All legal required records will be maintained in a system that complies with the Privacy Act 1988, the Regulatory Authority and meets the Education and Care Services National regulations.

Procedure

- A daily record of each child’s attendance is maintained at the Service by a sign in and out register. These records will be kept with other College documents in the College archive.

2.3 Review of Policies

Policy Statement

Carranballac College OSHC maintains a policy and procedure document which is reviewed annually in consultation with Staff, School and Families in line with Departmental legislation and industry practice.

Procedures

- All policies are reviewed annually
• Policies will be reviewed during staff meetings
• Families, Staff and Children are encouraged to review these policies and procedures anytime through the suggestion boxes, feedback both written and verbal and surveys
• Families are notified of changes via display, or online
• If at any time Carranballac College OSHC receives feedback or advice that warrants immediate action, the OSHC Manager in conjunction with the school will make amendments to a policy or procedure

2.4 Insurance
Work cover, public liability is under the College Insurance

2.5 Administration of Legal Records Policy
Policy Statement
Carranballac College OSHC will maintain all legally required records and will remain in compliance. Confidentially of records will be maintained.

Procedures
• Daily attendance records, with sign in and sign out sheet will be kept for 6 years
• Incident, Accident, Illness, Trauma, Injury records will be maintained at the Service for 1 year and kept for 20 years
• All payroll and service records of staff will be kept in a safe and secure locations for a period of 7 years
• Staff records will be maintained at the Service

2.6 Archiving of Records
Policy Statement
Carranballac College OSHC will maintain all personal, family and financial records for the appropriate period outlined by State and Federal legislative requirements. These records will be archived in a safe and secure location as outlined in the school policies.

Procedures
• Records will be kept in the College archive

2.7 Hours of Operation
Policy Statement
Carranballac College OSHC meets the requirement of the school and the families and operates within these licensed hours.

Procedures
The Service shall operate during the following hours:
• Before Care- 6:30 am-8:30 pm
• After Care- 3:00pm-6:00pm
• Curriculum days- 7:00am-6:00pm (if minimum numbers are enrolled)
• Vacation Care-7:00am-6.00pm

3. Enrolment and Bookings

3.1 Enrolment and Attendance Records
Policy Statement
All children attending Carranballac College OSHC must be enrolled before receiving care. Enrolment Forms are reviewed annually and updated when a family’s details change.

Procedures
• Enrolment forms must be completed for each family that attends Carranballac College OSHC. This information must be kept current and updated
• The information on the enrolment form will be kept private and not communicated to another person unless there is a lawful authority, it is shown to an Authorised Officer or regulatory authority, it is required to be given under the National Law Act, for medical reasons or with written permission of the person giving the information
• A daily record of attendance will be maintained. Children are to be signed into the Service and time recorded by a parent/authorised person for Before School Care
• Children are to be signed out of the Service and time recorded by an Educator for Before School Care
• Children are to be signed into the Service and time recorded by an Educator for After School Care
• Children are to be signed out of the Service and time recorded by a parent/authorised person for After School Care
• Only people that are listed on the enrolment form are authorised to collect children. Prior written permission from a parent is required if another person not listed on the enrolment form is to collect the child from the Service. People collecting children must be 18 years old or older

3.2 Arrival & Collection of Children

Policy Statement
All children attending Carranballac College OSHC must be signed in/out by the parent/authorised person according to the Enrolment Form for every session. The safety of children must be maintained at all times. Non familiar persons arrive at the service to collect children must identify themselves and produce photo identification before allowing the child to be released in their care. These persons must be on the child’s enrolment form as an authorised person.

• Only those nominated on the enrolment form are authorised to collect the children from the Service
• Any additional persons must be nominated in writing by the account holder to authorise collection of the children from the Service
• No person under the age of 18 may be nominated to collect child/ren.
• In case of an emergency the parent must phone and inform staff of the person that is collecting their child. Photo identification must be produced when collecting the child
• Educators need to be aware of custody orders and a copy supplied to the OSHC Manager

3.3 Children Who Do Not Attend

Policy Statement
Educators will collect Foundation-Grade 4 children from their classroom to ensure that children booked into the Service arrive at as intended to the Service.

Procedure

• Educators will mark the roll as children arrive at the Service
• The roll is checked against the class list for the day.
• The school office is contacted to determine if the child attended school. If the child was present a message is put over the loud speaker calling the child/ren to go immediately to the program
• If the child was not present at school no further action is required
• If the child hasn’t arrived to the Service, Educators will attempt to contact the parents to confirm that are a meant to be in attendance
• If there is no answer from the parents the emergency numbers will be contacted to determine if they know if the child should be attending the Service
• The school office is informed that the child is still missing and with the assistance of the school, the yard and the toilets checked and the class teacher consulted
• If all means of contacting the parents have been exhausted and no progress has been made in finding out the whereabouts of the child the police will be contacted
3.4 Late or Non-Collection of Children

Policy Statement

Children are to be collected promptly at the completion of each session. Carranballac College OSHC will ensure the safety of children not collected from the Service by the closing time. Parents are to notify the Service as soon as possible if unforeseen circumstances arise and they cannot collect their children before closing time.

Procedure

- Educators will contact parents at close by phone
- If not contactable, Educators will contact emergency contact numbers on the enrolment form
- If not contactable, the staff will wait for the parents for half an hour after close. The children will be reassured and made comfortable while waiting for the parents
- If parents and emergency contacts have not been contacted, Educators will inform the OSHC Manager and College Director before contacting the Department of Human Services and/or the police
- If the child is collected by the police or Department a note will be left at the OSHC Service for the parents to contact the police or the Department of Human Services
- Parents will be charged a late fee for every 5 minutes or part thereof

3.5 Cancellation of Bookings

Policy Statement

Parents are required to notify the Service of any changes to bookings as soon as possible.

Procedures

- When a child does not attend OSHC but has a booking and hasn’t provided 7 days notice, they will be charged the normal fee
- If parents cancel one week or more in advance there will be no charge for the session
- Parents or account holders must inform the Service of a change to a booking and a Change of Booking Form filled in

3.6 Children Exiting Licensed Area Without Permission

Policy Statement

Carranballac College OSHC has the responsibility for all children that are signed into the Service. If a child/ren leaves the area of supervision without permission, it is the duty of the Educator to attempt to recover them without compromising their own safety or the safety of the other children in their care.

Procedures

- Educators will contact the school office to request their assistance in helping locate the child/ren
- If the Educators believes that the child is still on the school grounds, one Educator will leave the OSHC area and look for the child. The remaining Educators will move all children to an easily supervised area and continue to supervise the rest of the children
- If the Educator believes that the child has left the school grounds, the OSHC Manager will be contacted and if the child is not found the College Director will also be notified.
- The OSHC Manager or the College Director will contact the police if the child is not located
- The parents/guardians of the missing child/ren will be contacted and advised immediately of the situation
- The OSHC Manager will notify the regulatory authority in writing within 24 hours
- If the child/ren return to the Service the OSHC Manager will contact the parents/guardians, police and the College Director immediately.
- The OSHC Manager will document all procedures that have occurred on an Accident, Incident, Injury, Trauma and Illness Report Form providing details of the event, witnessed by another Educator and by the parent. The OSHC Manager will also complete a Serious Incident Report Form and forward this to the Regulatory Authority and the College Director.
• After the incident discussions will be held with the Educators and the College Director/School Council to ensure that the best strategies were implemented and if needed amendments may be made to procedures

3.7 Priority of Access

Policy Statement

Carranballac College OSHC ensures that access to the program is available for school aged care children and is primarily for those parents that meet the work, training or study test outlined in the Family Assistance Act. The program caters for children from a variety of backgrounds, including cultural, gender, religious, marital status, disability and income.

Procedures

• Carranballac College OSHC operates within the maximum capacity for which the Service is licensed. At times these allocated places may become fully booked.
• First priority is given to children who are at risk of serious abuse or neglect
• Second priority is given to a single parent who satisfies, or parents who both satisfy, the work/training/study test under Section 14 of the Family Assistance Act
• Third priority is given to any other child
• Access may be denied to families that have outstanding debt to the Service, children who display consistent unacceptable behaviour which could be harmful to themselves or others and children that have an infectious disease as per the National Infectious Disease Exclusion List

3.8 New Family Orientation

Policy Statement

Carranballac College OSHC provides a safe and secure environment and ensures all families are given an orientation to familiarise them with the Service when children are enrolled. Educators will communicate with families on a regular basis via service newsletters, notices and face to face communication to ensure that they are kept up to date.

Procedures

• An Enrolment Form must be fully completed and return to the program before the child attends the program
• Any medical or additional needs of a child must be discussed with the OSHC Manager and appropriate paperwork completed before accepting the child into care
• Children and parents are encouraged to visit the program before they attend to familiarise themselves
• New children will have the facilities, equipment, processes and resources explained to them as well as given support and guidance. A buddy system may be introduced to the new child to help them settle into the program
• Parents will be notified when they collect their child how they settled into the program

4. Fees

4.1 Fees

Policy Statement

Carranballac College OSHC will endeavour to provide fees that are affordable whilst the financial viability of the Service is maintained

Procedures

• Fees will be reviewed when required by the OSHC Manager/School Council
• Families will be notified at least 14 days before any changes to fees will occur
• All families are required to pay fees for the care of their children within the two week billing cycle
• Fees are charged on a per session per child basis
• Fees are charges for all booked sessions unless a minimum of 7 days written notice has been received

4.2 Fee Collection

Policy Statement

Carranballac College OSHC accounts must be paid within the two week billing cycle

Procedures

• Family accounts are processed on a fortnightly basis
• All accounts are charged and statements processed every 2 weeks
• If payment is not received the children will be excluded from the Service until the full payment is made
• Statements and receipts are posted to families
• Families in arrears will be contacted by the OSHC Manager via telephone to discuss the account and make arrangements for the payment of outstanding monies
• If the OSHC Manager is unsuccessful with collecting the outstanding fees the College Director will be notified

4.4 Fee for Late Pick Up

Policy Statement

A late fee will be charged to accounts when children have not been collected by closing time.

Procedures

• The account will be charged $1 per minute for the first 15 minutes, $2 per minute for the next 15 minutes and an additional $50 penalty after 30 minutes.
• These fees will be charged to their account for the day identified and will be added to the family statement

4.5 Absences

Policy Statement

The OSHC Manager will ensure that all rolls are held at the Service listing each child that has attended or been absent for each session

Procedures

• If the parents are entitled to any Child Care Benefits (CCB) or Child Care Rebate (CCR) they will receive these entitlements for the first 42 absences (allowable absences) in each financial year
• After 42 allowable absences have been taken within one financial year parents will be charged the full fee with no government benefits applied

4.6 Child Care Benefits (CCB)

Policy Statement

Carranballac College OSHC parents that are approved by the Family Assistance Office are entitled to claim Child Care Benefit (CCB).

Procedures

• Families are provided with information about eligibility to claim CCB if they choose and are directed to the Family Assistance Office (FAO/Centrelink) website for more information
• Families must provide their Customer Reference Number (CRN) supplied by the FAO for themselves and their children as well as their correct date of birth to receive any government benefits.
• Parents have the option of having CCB as a daily reduction of their fees
• The OSHC Manager submits data for child attendances to the FAO on a weekly basis. Once the usage have been confirmed accounts will be automatically adjusted by the FAO
• For further information parents can contact the FAO on 13 61 50 or visit their website

4.7 Child Care Rebate (CCR)

Policy Statement

Carranballac College OSHC parents that are approved by the Family Assistance Office are entitled to claim Child Care Rebate (CCR).

Procedures

• All families are entitled to receive 50% of their out of pocket expenses for up to $7,500 per child per year, if the parent has a Customer Reference Number (CRN) which is obtained through the Family Assistance Office (FAO/Centrelink)
• Families must provide their correct CRN for themselves and their children, supplied from the FAO as well as their correct date of birth to receive any government benefits
• This rebate can be claimed to be paid fortnightly, quarterly, or in a lump sum.
• For further information parents can contact the FAO on 13 61 50 or visit their website

5. Feedback and Grievance

5.1 Grievance and Complaints Procedures for Children

Policy Statement

All children at Carranballac College OSHC have the right to have their grievance/complaint heard by Educators

Procedures

• Any grievance/complaint from children should be discussed with Educators and the child. If the situation cannot be resolved satisfactorily it should be referred to the OSHC Manager
• If, after consideration and action, the OSHC Manager deems it advisable the parents of the child will be contacted
• If any matter is not or cannot be satisfactorily resolved by the OSHC Manager and other parties concerned it should be referred to the College Director
• The child may choose to have the parent lodge their grievance/complaint for them and families should follow Policy 5.2 Grievance and Complaints Procedures for Families
• Children can speak directly or write down their grievance/complaint. Should they wish they children may go directly to the OSHC Manager
• All grievances/complaints will be dealt with promptly with and the child being informed of the outcome as soon as practicable
• All complaints will be treated seriously and investigated
• A record will be kept of all concerns
• Serious complaints must be reported to the Regulatory Authority and College Director within 24 hours of notification. A Serious Complaint Form must be submitted to the Regulatory Authority within 48 hours. All parties involved including the Regulatory Authority, OSHC Manager, and the School Principal must be informed of the continuing situation until the issue is resolved.

5.2 Grievance and Complaints Procedures for Families

Policy Statement

All Families at Carranballac College OSHC have the right to have their grievance/complaint heard

Procedures
- Any grievances/complaints from families should be discussed with Educators. If the situation cannot be resolved satisfactorily it should be referred to the OSHC Manager.
- If any matter is not or cannot be satisfactorily resolved by the OSHC Manager and other parties concerned, it should be referred to the College Director.
- Any complaints or grievances can be raised in writing, by email or verbally to the OSHC Manager.
- All complaints will be dealt with promptly and as soon as practicable.
- All complaints will be treated seriously and investigated.
- A record will be kept of all concerns.
- Any formal complaints or grievances shall be reported to the OSHC Manager/College Director.
- Serious complaints must be reported to the Regulatory Authority and College Director within 24 hours of notification. A Serious Complaint Form must be submitted to the Regulatory Authority within 48 hours. All parties involved including the Regulatory Authority, OSHC Manager and College Director must be informed of the continuing situation until the issue is resolved.

5.3 Family Participation and Feedback
**Policy Statement**
Carranballac College OSHC welcomes feedback from families about any aspect of the Service and Program.

**Procedures**
- Families are encouraged to comment or give feedback on all aspects of the program.
- These comments can be made in person, by telephone, in writing or by email.
- All comments and feedback will be taken seriously and with fairness and respect. Not all may be implemented but due consideration should be given to each suggestion.
- Records will be kept of all feedback and suggestions.

5.4 Family Code of Conduct
**Policy Statement**
Carranballac College OSHC is committed to dealing with problems and concerns in a professional respectful and appropriate manner.

**Procedures**
- Educators are available to speak to parents briefly during the Service hours but their primary duty of care is the children. Longer more confidential appointments can be made to speak to the OSHC Manager.
- If parents wish to speak to someone other than the OSHC Manager the steps in the Grievance and Complaints Procedures for Families Policy can be taken.
- Constructive feedback is welcome and families can follow the Family Participation and Feedback Policy.
- Swearing, raised voices or violent actions will not be tolerated.
- Families cannot discipline other children.
- Families cannot demand to know the names and addresses of other children.
- Educators have the right to ask a person to leave the premises if they feel intimidated in any way. Police will be called if the person does not respond to the request to leave the premises.

5.5 Communication
**Policy Statement**
The role of families within the program is paramount to its success and positive outcomes for children. Communication must be two way in order to maximum benefits to the children and the families using the
Service. Information will be provided to families on a regular basis via email, school newsletters, notices and face to face communication.

Procedures

- The Program will be displayed (usually on the whiteboard) for families to see
- Educators are available to discuss programs and activities
- If families require material to be translated every attempt will be made to do this using an Interpreter Service or a Google translation
- Educators will give verbal feedback to families about their children
- All communication will be respectful and courteous.
- Educators will always role model effective communication skills and show respect and professionalism
- Families must inform Educators of any relevant information about their child’s health, development or personal/family matters

6. Programming

6.1 Program Planning

Policy Statement

Carranballac College OSHC provides an engaging, fun, safe and stimulating program that caters for all school age children in our care. This will promote the social, intellectual, emotional and physical growth of each child. The program will ensure that the following outcomes are embedded as per the National Quality Standards:

- The child has a strong sense of identity
- The child is connected with and contributes to their world
- The child has a strong sense of wellbeing
- The child is a confident and involved learner
- The child is an effective communicator

The program will provide opportunities for children to participate in group and individual activities, indoor and outdoor play, quiet and rest time and children’s choice.

Procedures

The Educators will:

- Provide a program that allows for the children’s different interests and ability levels within all developmental areas including physical, language, creative/aesthetic, social/ emotional, their sense of self and cognitive development
- Provide a program that meets the child’s interests based on feedback from children, educators, the school and families
- Provide an environment that is rich in opportunity for self-discovery based on the children’s interests
- Organise for the program and activities to be held in a safe environment
- Base the program on child observations to ensure that they cater for children’s interests, ages, ability and culture
- Offer a program that includes a variety of planned and self-guided activities
- Plan a program which gives children the opportunity to foster exploration and discovery through structured and non-structured play
- Promote physical activity and recreational play
- Encourage participation
- Encourage and acknowledge children’s individual needs, abilities and talents
- Offer a program that has a choice of different experiences for children including passive, active, noisy, quiet, group, individual and fine and gross motor skills in an aesthetically pleasing environment
6.2 Program Evaluation

Policy Statement
Carranballac College OSHC provides a fun, safe and stimulating program that caters for the care of school age children. It will be continually assessed and evaluated by the educators, children and families to ensure it is meeting the needs of the children and community. The evaluation of the program needs to consider each child’s well-being, developmental stage and learning. Guided by the National Quality Framework ‘My Time, Our Place’

Procedure
- The OSHC Manager will ensure that the framework guidance and the Service philosophy are incorporated into the program
- All Educators and the children regularly evaluate the program both formally and informally
- Educator and children can evaluate together after an activity to gain a sense of enjoyment and appropriateness
- Regular staff meetings are conducted to evaluate the program and the activities
- Educators will document evaluations in the Reflection Journal which is available for all to review
- Children, families and the community will be given the opportunity to provide ideas, thoughts and suggestions in the weekly program
- Children, families and Educators will be surveyed using a variety of different techniques including informal discussions, suggestion box, drawings and enrolment information
- Educators will have a collaborative approach to working towards continuous improvement of the program
- The NQF will be referenced when evaluating the program to ensure that it meets the requirements

6.3 Homework Policy

Policy Statement
Carranballac College OSHC supports positive relationships between parents and children and therefore understands that from time to time homework may be undertaken whilst at the Service as a result of parent’s or child’s request.

Procedure
- Opportunity is provided for children to complete homework tasks
- Educators will attempt to provide a quiet and safe area for children to undertake homework tasks
- Staff will encourage children to do their homework on the request of their parent but takes no responsibility if the homework is not completed

6.4 Use of Electronic Devices

Policy Statement
Electronic equipment/devices owned by children are only to be used during designated days during the holiday program.

Procedure
• Any personal electronic devices that have been brought to school must be kept in the child’s bag at all times during before or after school care
• Any personal electronic device is the sole responsibility of the owner and Carranballac College OSHC will not take any responsibility for lost, stolen or damaged equipment

6.5 Personal Toys and Games

Policy Statement

Carranballac College OSHC recognises that children sometimes bring their own toys and games to school. However children are encouraged not to bring them to the OSHC Service

Procedure

• Children are encouraged to leave their toys/games in their bags to ensure that they remain safe and secure
• Carranballac College OSHC does not take responsibility for any child’s personal toys/games that are brought into the Service
• Carranballac College OSHC cannot be held responsible for any equipment that a child brings into the Service including theft, loss or damage

6.6 Classified Ratings of Movies

Policy Statement

Carranballac College OSHC provides children with a diverse range of activities and experiences which may include watching videos, DVDs and movies. All videos, DVDs and movies shown will have a classification of a (G) rating. Where the classification rating differs from (G) written permission is required from parents.

Procedure

• Videos, DVDs and movies with a (G) for General Exhibition rating may be viewed by children without prior parental permission
• Educators require to obtain written permission where the classification rating is (PG) Parental Guidance Recommended before viewing the video, DVD or movie
• Children can only watch (PG) if written permission has been obtained prior to viewing

6.7 Bias and Prejudice

Policy Statement

The Carranballac College OSHC Services offer an anti-bias and non-prejudicial approach to interactions, programming, and participating with all Educators, families and children involved in the Service.

Procedure

• Educators will role model positive and non-discriminatory behaviour
• Educators will not display any bias or prejudicial behaviour at the Service
• The program will offer the children a variety of experiences from various cultural, linguistic, social and ethnic backgrounds to encourage anti-bias and non-prejudicial attitudes and behaviour
• Educators will encourage children and families to respect and values others their beliefs and their property

6.8 Programming for Children with Additional Needs

Policy Statement

Carranballac College OSHC believes in Equal opportunity, refer to 1.3 Equal Opportunity Policy, and welcomes families and children with additional needs. Support is provided to ensure that all children receive the same quality and positive care.
Procedure

- The program caters for the individual needs, interest and requests of all children by providing a variety of activities and experiences
- Children with additional needs identified by families and or health professionals will have those needs incorporated into programming taking into account their developmental stage, medical needs and abilities
- The children’s program will offer a variety of different experiences and will be modified when necessary
- Educators will access additional support, information and resources relating to the additional needs of the children in their care
- The program will ensure that it reflects and endeavours to meet all outcomes under the National Quality Standards

7. Health and Safety

7.1 Child Protection Policy

Definition of Abuse

Child Abuse is an act or behaviour by which a person such as a parent, guardian, adult or an older person harms or is likely to harm a child or in a way that is detrimental to a child or young person’s health either physically, emotional, physiologically.

Physical Abuse is intentional physical harm to a child or young person such as inappropriate force, shaking, burning, or alcohol/drug administration.

Sexual Abuse is when a person in power uses their power to involve the child in sexual activity of any kind including exposure to, or involvement in a behaviour that is of a sexual nature.

Emotional Abuse is where a child’s emotional health is harmed through a repetitive behaviour that causes the child’s or young person’s self-esteem and competence to be undermined or eroded over time.

Neglect is where a child’s health and safety are put in jeopardy by failing to provide for the child or young person’s basic needs including nutrition, clothing, hygiene, sleep or failing to seek medical care.

Policy Statement

Children have the right to feel safe, secure and nurtured in an environment which is free from physical, sexual, emotional abuse or neglect. Children’s health and wellbeing is paramount.

Procedure

Educators have the responsibility to report any general concerns for a child’s wellbeing. If any Educators believes under ‘reasonable grounds’ that a child is in danger of significant or immediate harm, whether by suspicion, observation or disclosure by the child they must document this information and inform the OSHC Manager. The OSHC Manager in conjunction with the College Director will notify the Department of Human Services.

Educators are not held liable for any notification. This information is to stay private and confidential and Educators are not to discuss this information with anyone besides the OSHC Manager and College Director. Any serious incidents are to be reported to Department of Education and Early Childhood Development (DEECD) within 24 hours.

7.2 Bullying and Harassment

Definitions

Harassment is any verbal, physical or sexual conduct (including gestures) which is uninvited, unwelcome or offensive to a person.
**Bullying** is repeated oppression, physical or psychological, of a less powerful person by a more powerful person or group.

**Cyber bullying** is a form of bullying which is carried out through an internet service such as email, chat room, discussion group, online social networking, instant messaging or web pages. It can also include bullying through mobile phone technologies such as SMS. It may involve text or images (photos, drawings) Examples of cyber bullying behaviour are:

- teasing and being made fun of
- spreading of rumours online
- sending unwanted messages
- defamation

Cyber bullying can happen to anyone and the bully can act anonymously. People can also be bullied online by groups of people such as class groups or collective members of an online community.

It is important for the OSHC to provide a safe and friendly environment for children and Educators and to encourage care, courtesy and respect for others. All persons have a legal right to protection from harassment under the Commonwealth Sex Discrimination Act and the Victorian Equal Opportunity Act.

The effects of harassment or bullying include

- poor health – anxiety, depression
- lower self esteem
- reduced study performance
- missed classes, social withdrawal
- reduced career prospects

If a child sees another person being harassed or bullied they should tell the person that they witnessed the incident and advise them to report it to an appropriate person. However, if their friend is harassing another person, let them know that their behaviour is unacceptable. Bystanders who do nothing to stop bullying may be contributing to the problem by providing an audience for the bully.

Harassment is usually directed at a person because of their gender, race, creed or abilities. It can be subtle or explicit.

**Subtle:** They may include:

- Offensive staring and leering.
- Unwanted comments about physical appearance and sexual preference.
- Racist or smutty comments or jokes.
- Questions about another’s sexual activity.
- Persistent comments about a person’s private life or family.
- Physical contact e.g. purposely brushing up against another’s body.
- Offensive name calling

**Explicit:** They may include:

- Grabbing, aggressive hitting, pinching and shoving etc.
- Unwelcome patting, touching, embracing.
- Repeated requests for dates, especially after refusal.
- Offensive gestures, jokes, comments, letters, phone calls or e-mail.
- Sexually and/or racially provocative remarks.
- Displays of sexually graphic material—pornography.
- Requests for sexual favours. Extreme forms of sexual harassment will lead to criminal prosecution.

**Bullying can involve such things as:**
• grabbing, aggressive staring, hitting, pinching kicking, pushing and shoving.
• publicly excluding a person from your group
• taking or breaking a person’s property
• knocking a person’s books or belongings out of their hands or off their desk
• teasing a person because of their looks

Avoiding Cyber bullying

Being involved in online spaces – either at home, school or at OSHC - requires children to behave responsibly. This includes:

• language used and what is said to others
• how others are treated
• respecting people’s property (e.g. copyright)
• visiting appropriate sites online

Behaving safely online means:

• protecting your own privacy and personal information
• selecting appropriate spaces to work and contribute
• protecting the privacy of others (this can be sharing personal information or images)
• being proactive in informing someone knows if there is something is ‘not quite right’.

At home this would be a parent or carer, at OSHC an educator/manager

If you are being harassed or bullied you should:

• Tell the person you don’t like what they are doing and that you want them to stop.
• Discuss the matter with an Educator that you feel comfortable with.

Your concerns will be taken seriously. All grievances/complaints will be treated confidentially.

Policy Statement

Carranballac College OSHC Service has a zero tolerance towards bullying and harassment. All children, educators and families have the right to feel safe and secure.

Procedures

All Members of the Carranballac College OSHC community have a right to -

• Participate fully in an environment free of discriminatory behaviour – including racist, sexist, ability-based, class-based and homophobic forms of harassment, bullying, vilification, violence, intimidation, abuse and exclusion
• Be treated with respect and dignity.
• Feel valued, safe and supported in an environment that encourages freedom of thought and expression

All Members of the Carranballac College OSHC community have a responsibility to -

• Acknowledge their obligations under the Equal Opportunity Act 1995 and the Charter of Human Rights and Responsibilities Act 2006 and communicate these obligations to all members of the school community.
• Participate and contribute to a learning environment that supports the learning of self and others
• Ensure their actions and views do not impact on the health and wellbeing of other members of the OSHC community

All Children have the right to –

• Learn and socialise without interference or intimidation in a safe and secure environment
• Be treated with respect and fairness as individuals
• Expect a learning program that meets their individual needs

All Educators have the right to –
• Expect to be able to work in an atmosphere of order and cooperation
• Use discretion in the application of rules and consequences
• Receive respect and support from the OSHC community

All Parents have the right to –
• Know that their children are in a safe, happy learning environment where they are treated fairly and with respect.
• Expect a positive and supportive approach to their child’s learning
• Expect communication and participation in their child’s education and learning

All Children have a responsibility to –
• Be prepared to learn
• Explore their full potential
• Respect the rights of others

All Educators have a responsibility to –
• Build positive relationships with students as a basis for engagement and learning
• Use and manage the resources of the service to create stimulating, safe and meaningful learning
• Treat all members of the OSHC community with respect, fairness and dignity

All Parents have a responsibility to –
• Build positive relationships with members of the OSHC community
• Promote respectful relationships

7.3 Sexual Harassment

Introduction


The Department of Education and Training (the Department) considers sexual harassment an unacceptable form of behaviour which will not be tolerated under any circumstances in any education workplace. The Department’s Sexual Harassment Policy and Procedures sets out the requirements for maintaining workplaces free from sexual harassment, the procedures for dealing with allegations or instances of sexual harassment and possible consequences regarding any breach of this policy.

The Sexual Harassment Policy and Procedures applies to all people in the workplace including Department and school council employees, casual staff, volunteers, contractors, students and other persons in the workplace acting as agents of the Department. Every person in the workplace is responsible for maintaining a working environment free from sexual harassment and is liable for his or her actions if sexual harassment occurs.

The responsibility for providing a working environment free from sexual harassment is discharged through principals, managers and school councils. In this policy, reference to principals includes reference to leading teachers (heads of school).

If a complaint of sexual harassment is made, or sexual harassment is observed or brought to the attention of a principal or manager, it must be acted upon immediately and managed in a sensitive and confidential manner. Action will be taken against any person in the workplace found to have sexually harassed another person. Depending on a range of factors including the severity of the case and the employment status of the person who is the subject of the allegation, the consequences may include an apology, counselling, an undertaking that the conduct will cease, or disciplinary action such as a reprimand, demotion or dismissal.
In implementing the Sexual Harassment Policy and Procedures, the Department affirms its commitment to the prevention of sexual harassment and the implementation of equal opportunity principles. These principles:

- uphold the rights of all people in the workplace to have a safe working and learning environment free from sexual harassment;
- support diversity and inclusive work and learning practices;
- promote respect amongst all people in the workplace;
- encourage fair and equitable treatment of people in the workplace;
- allow people in the workplace to have redress against unfair and unreasonable treatment.

Legislative Context

The Victorian Equal Opportunity Act 1995 addresses sexual harassment in Part 5. Section 85 (1) provides: “a person sexually harasses another person if he or she -

a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person; or

b) engages in any other unwelcome conduct of a sexual nature in relation to the other person -

In circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated that the other person would be offended, humiliated or intimidated”.

Section 85(2) provides: “conduct of a sexual nature” includes –

a) subjecting a person to any act of physical intimacy;

b) making, orally or in writing, any remark or statement with sexual connotations to a person or about a person in his or her presence;

c) making any gesture, action or comment of a sexual nature in a person’s presence.”

Similar provisions apply under the Commonwealth Sex Discrimination Act 1984. Sexual harassment can also amount to discrimination on the grounds of gender under both the Commonwealth and State legislation.

Sexual harassment is prohibited in any work-related context, including work functions, conferences and training programs even if they are outside normal working hours or outside the location of the primary workplace. Accordingly, references in this policy to the workplace include all places in which work related activities occur.

The legislation covers, amongst others, employees, prospective employees, employers, people in a common workplace, students and prospective students.

Sexual harassment can be physical, verbal or visual and may include statements or transmissions by phone, fax, video conference, internet and e-mail, and will vary in the degree and extent to which it causes affront and distress. Victims of sexual harassment are mostly female; however, both males and females can be subjected to sexual harassment from persons of the same or opposite gender.

Sexual harassment may include:

- comments about a person’s sex life or physical appearance;
- comments of a sexual nature;
- suggestive behaviours such as leering and ogling;
- unnecessary physical intimacy such as brushing up against a person;
- physical contact such as touching or fondling;
- ‘flashing’ or sexual gestures;
- sexual propositions or repeated unwanted requests for dates;
- making promises or threats in return for sexual favours;
- sexual jokes, offensive telephone calls, displays of offensive photographs, reading matter or objects;
- sending jokes or graphics of a sexual nature by e-mail, internet or fax;
- unwelcome questioning about a person’s private life;
• offensive computer screen savers;
• unwanted requests for sex; and
• stalking, indecent assault or rape (which is also criminal offences).

Sexual harassment is behaviour that is uninvited, unreciprocated and unwelcome. Sexual harassment can include situations where:

• such conduct is implicitly or explicitly a term or condition of an individual’s employment;
• such conduct is implicitly or explicitly a term or condition for decisions that might affect promotion, salary or any other job conditions;
• such behaviour creates an uncomfortable and/or intimidating, hostile or offensive work environment for one or more employees.

Even if the behaviour is not intended to be offensive, it may still be unlawful. Sexual harassment is not behaviour that is based on mutual attraction, friendship and respect. Where the interaction is consensual, welcome and reciprocal it will not amount to sexual harassment. Judgements about what constitutes consensual, welcome and reciprocal interaction may be influenced by the relative power of the people involved. The capacity of persons in positions of authority to influence others and affect their well-being is a factor that will be taken into account in the management of any sexual harassment allegation.

It is not the intention of this policy to interfere in personal lives and relationships. However, an employer has an obligation to ensure that sexual harassment does not occur and that professional standards of conduct are maintained in the workplace. The effect of sexual harassment on those people involved and on the workplace as a whole can range from annoyance to deep distress and can lead to an intimidating, hostile and offensive work environment. This can contribute to reduced quality of work, low productivity, distraction from work, low morale, absenteeism, poor health and high staff turnover. Sexual harassment can deny people their entitlement to the quiet enjoyment of life in the workplace.

Policy Statement

Carranballac College OSHC Service has a zero tolerance towards sexual harassment. All children, staff and families have the right to feel safe and secure.

Criminal offences

Sexual harassment may in certain circumstances constitute a criminal offence. A criminal offence of a sexual nature can include inappropriate touching and inappropriate verbal comments concerning people in the workplace and members of the public. Sexual harassment involving physical or indecent assault, stalking, making nuisance phone calls or the sending of obscene material using mail, e-mail or the internet, may be an offence under criminal law. Allegations of this nature must be reported to the police. The employer has a responsibility to deal with allegations even when the police are involved, and to determine appropriate action in the context of the workplace. In these cases, close liaison with the Department’s Conduct and Ethics Branch and the police is necessary at the outset to ensure that the police investigation is not compromised in any way.

Allegations involving students

If a complaint is made, or conduct is observed or brought to the attention of the principal, concerning sexual harassment of a student by a student or other person in the workplace, the principal should immediately contact the Department’s Conduct and Ethics Branch.

Sexual offences against children or young persons have mandatory reporting implications, which require contact with the Department of Human Services. Teachers and others involved in the provision of education to students owe a duty of care to students to protect them from risks of injury which are reasonably foreseeable.

It is unlawful for students to sexually harass other students, staff or agents of the Department. The responsibilities of students in relation to maintaining a school environment free of sexual harassment should be set out in the school’s Student Code of Conduct. (Refer to Guidelines for developing The Student Code of Conduct Incorporating Student Discipline Procedures. This document is at
www.sofweb.vic.edu.au/welfare/pdf/codeofc.pdf). Schools should ensure that the Student Code of Conduct addresses sexual harassment and that any school sexual harassment policy is reviewed to ensure consistency with the Department’s Sexual Harassment Policy and Procedures.

**Commitments**

The Department’s commitment to the elimination of sexual harassment includes:

- widely publicising the policy and providing a copy in electronic form to all employees;
- facilitating access to sexual harassment training;
- providing support for managing complaints;
- reviewing and updating policies in consultation with relevant stakeholders;
- maintaining the Department’s commitment to its relationship with the Equal Opportunity Commission Victoria in promoting harassment free workplaces.

The responsibility for providing a working environment free from sexual harassment is discharged through principals, managers and school councils.

Under the *Equal Opportunity Act 1995*, the Department and school councils may be held to be **vicariously liable** for the actions of their employees and agents unless they can demonstrate that they have taken all reasonable steps to prevent the conduct from occurring. An employer is required to take action if aware of any behaviour which could constitute sexual harassment, even if no complaint has been lodged. Principals, teachers, managers, students, staff and other persons can be liable for the actions of others if they authorise, encourage or assist sexual harassment. In some circumstances, inaction can amount to implicit authorisation.

The Department is committed to ensuring that all persons in the workplace are aware of their rights and obligations with respect to sexual harassment and is committed to providing staff with appropriate training and access to information and services.

The Department will appoint designated sexual harassment contact persons who can provide information and support in relation to sexual harassment and support any prospective complainant.

**Roles and Responsibilities**

The responsibilities of principals, managers and school councils include:

- modelling appropriate behaviour;
- monitoring the working environment to ensure as far as practicable that acceptable standards of conduct are maintained at all times and that sexual harassment is not tolerated;
- promoting awareness of the avenues for advice and the complaints procedures with respect to sexual harassment as set out in this policy;
- treating seriously complaints and behaviour which may constitute sexual harassment and taking immediate action;
- treating complaints of sexual harassment with appropriate confidentiality;
- ensuring that a person is not victimised for making, or being involved in, a complaint of sexual harassment;
- identifying an appropriate contact person (such as a sexual harassment contact person) to provide information and support to complainants or respondents (the sexual harassment contact person should not provide support to a complainant and a respondent involved in the same matter);
- referring to this policy within the school charter (including reference to this policy in the school, student and staff codes of conduct and practice);
- where an allegation involves a student, ensuring that an appropriate network of support, guidance, counselling and liaison with parents/guardians is established in accordance with duty of care obligations.

All employees have a responsibility to:

- comply with the Department’s Sexual Harassment Policy and Procedures;
- participate in any training provided by the Department;
• model appropriate behaviour;
• treat information in relation to sexual harassment allegations with appropriate confidentiality;
• ensure that a person is not victimised for making or being involved in, a complaint of sexual harassment.

The role of the sexual harassment contact person is to:

• be familiar with the Sexual Harassment Policy and Procedures including the procedures for dealing with allegations of sexual harassment;
• understand the negative effects that sexual harassment can have in the workplace, and particularly the effect that making a complaint can have;
• act as a point of contact for any person considering making a complaint or seeking information about sexual harassment;
• provide the complainant with information about the various options and avenues for advice and the complaints procedures;
• where the allegation has been made by a student, ensure that an appropriate network of support, guidance, counselling and liaison with parents/guardians is established in accordance with duty of care obligations;
• understand that the role of the sexual harassment contact person is to provide information and support to the complainant, and does not extend to investigation, conciliation, making a judgement about what constitutes sexual harassment, or other intervention;
• participate in any training provided by the Department.

Fairness

The principal or manager must ensure that every complaint is dealt with in a manner that is both procedurally and substantively fair. The principles of natural justice to be observed include:

• the right of each party to be heard;
• the right of each party to be treated fairly;
• the right of the respondent to have a witness or support person, who may be a union representative, present at any meetings;
• the right of the respondent to know the allegations made against him or her;
• the right of the respondent to respond to the allegation(s) made against him or her;
• the right of both parties to a decision-maker who acts fairly and in good faith.

Counselling

If at any stage throughout the procedure the complainant or respondent or any other person requires counselling, advice can be sought from the Department’s Employee Health Unit regarding the services that are available.

Confidentiality

The principal or manager must ensure that confidentiality is properly observed in relation to the management of a complaint. Proper steps should be taken at each stage to secure complaints documentation. Guidelines for securing documentation are set out under the heading “Documentation”.

All persons involved in the complaints procedures should be advised of the importance of maintaining confidentiality and that the complaint should only be discussed with those who have official responsibility for dealing with it. The use of e-mails or facsimiles as part of these procedures may require particular arrangements to be put in place to ensure that confidentiality is not breached.

Allegations of sexual harassment carry the risk of defamation especially if confidentiality has not been maintained properly. Direct statement, imputation, pictures or jokes are some of the ways in which defamation may be said to have occurred.

It is not defamatory for an individual to make a complaint in good faith through the proper channels. However, the complaint should only be discussed with those who have official responsibility for dealing with it. A claim that defamation has occurred may be defended on the basis that the alleged defamatory statement was made without malice and only to a person with a proper duty to receive such a statement.
Protection from victimisation

A person should feel that they are able to make a complaint without fear of retribution. Victimisation occurs when a person is subjected to or threatened with, any detriment for his or her involvement, whatever that may be, in a complaints procedure. It is unlawful to victimise another person.

Principals and managers need to be aware that victimisation of one or more of the parties involved in these complaints procedures can occur. Reasonable precautions need to be taken to prevent this happening. The procedures set out in this policy have been designed as far as possible to prevent victimisation from occurring, however in implementing these procedures it should be made clear to the parties that victimisation will not be tolerated and will be dealt with accordingly. Disciplinary action may be taken against persons who are found to have engaged in victimisation.

Victimisation should not be confused with the natural consequences of a properly applied complaints procedure. A person who claims the application of these procedures to be victimisation should be counselled about due procedure.

Vexatious complaints

Some complaints may be determined to be vexatious or malicious in nature. If, as a result of implementing these procedures, the principal or manager determines that this is the case, the complaint should be dismissed and the complainant counselled about his or her action in lodging the complaint. The fact that a complaint is not found to have been substantiated does not mean that the complaint was vexatious.

Consequences if this policy is breached

Where sexual harassment is found to be substantiated, the consequences for the person against whom the complaint is made will depend on a range of factors such as the seriousness of the case and the person’s employment status. A range of appropriate action is set out in the section entitled “Step 3. Determining Appropriate Action”.

Complaints procedures

If a principal or manager observes, or becomes aware of, behaviour which may constitute sexual harassment, he or she must address the matter through the use of this policy even where no formal complaint has been made. It is incumbent on the principal or manager to act where unacceptable conduct is observed or brought to his or her attention. This is the case even if the complainant wishes no action to be taken.

Individuals who believe they have been subjected to sexual harassment have several courses of action available to them. The complainant has the right to decide whom he or she will contact for advice. The procedures contained in this policy must be used in relation to sexual harassment.

A person in the workplace may lodge a complaint of sexual harassment with their principal or manager. Where the principal is the subject of the complaint, the complaint should be referred to the Regional Director. For regional or central staff, where the manager is the subject of the complaint, the complaint should be referred to the appropriate Regional Director or General Manager. Those people managing the complaint should ensure that the complaints procedures are implemented expeditiously and within a reasonable time frame.

Complainants also have the right to take their complaint directly to an external agency, such as those listed under Information and Contacts. All persons involved in these complaints procedures (including the principal or manager) are entitled to have a witness or support person, who may be a union representative, accompany them to any interview or meeting.

Contact the Conduct and Ethics Branch

Where a complaint of sexual harassment has been made, or conduct which may constitute sexual harassment is observed, or is brought to the attention of the principal or manager, the principal or manager must contact
the Department’s Conduct and Ethics Branch for advice. Such advice may include whether the respondent should remain on duty pending the outcome of an investigation.

**Informal complaint procedure**

After contacting the Conduct and Ethics Branch, the principal or manager may decide to respond to a complaint through an informal procedure in cases where the complainant wishes the matter to be dealt with informally (and the principal or manager considers this appropriate in the circumstances), or where the complaint has arisen from a lack of or unclear information. Informal procedures emphasise resolution rather than establishing whether or not the complaint has substance.

Informal complaints procedures may involve the following situations:

- Where the complainant asks the principal, manager, or other person to speak to the respondent on their behalf. This person should privately convey the complainant’s concerns and reiterate the objectives of the Department’s *Sexual Harassment Policy and Procedures* to the respondent without assessing the merits of the case (and without establishing if the complaint has substance).

- Where the complainant wants to deal with the matter him or herself but seek advice on possible strategies to resolve the matter (i.e. from the principal, manager, sexual harassment contact or other person). In this situation, the complainant should be advised that the employer has an obligation to the whole workplace and is required to take supportive action regardless of the complainant’s wishes.

Where a complainant wishes to handle the matter him or herself, and the principal or manager considers this appropriate, this does not absolve the employer of its obligation to act. This obligation exists regardless of whether the procedure implemented is formal or informal. It is imperative that managers and principals act as soon as they are alerted to the possibility that sexual harassment may be occurring in the workplace. Sexual harassment can have serious ramifications for the whole of the workplace, not just for the harassed person. The employer has a duty of care to provide a safe workplace and must take responsibility for the work environment and culture.

**Supportive actions of principal or manager**

Where a complainant wishes to deal with the matter him or herself, and the principal or manager considers this appropriate, the obligation on the employer to act in these circumstances requires the principal or manager to:

- reiterate to the whole workplace that sexual harassment is unacceptable and will not be tolerated;
- promote this policy and the avenues for seeking advice and making complaints;
- monitor the whole workplace to ensure that acceptable standards of conduct are maintained in the workplace;
- ensure compliance as far as practicable with the items listed in the “Responsibilities” section of this policy;
- ensure that the alleged harasser is aware of and understands this policy (this may involve speaking directly to the respondent about the allegations);
- take any other appropriate action.

It is advisable to provide to the complainant a written response outlining the action taken and the outcome. Where an informal procedure is inappropriate, unsuccessful, or the complainant wishes to pursue the matter further, the principal or manager will implement the formal procedure.

**Formal complaint procedure**

After contacting the Department’s Conduct and Ethics Branch, the principal or manager may decide to respond to a complaint through a formal procedure. The circumstances where formal procedures are appropriate include the following:

- informal attempts at resolution have failed or are deemed inappropriate;
- the complaint involves serious allegations and informal resolution could compromise the rights of the parties;
• the complainant fears victimisation or disadvantage;
• the allegations are denied and an investigation is required to determine whether or not the complaint has substance;
• the complainant wishes to make a formal complaint from the outset;
• the principal or manager considers that the informal procedure is inappropriate.

Formal procedures involve the following steps:

**Step 1. Investigating the complaint**;

**Step 2. Making a finding**;

**Step 3. Determining appropriate action**;

**Step 4. Preparing a report**;

**Step 5. Monitoring the situation**.

**Step 1 Investigating the complaint**

Commencement of a formal complaints procedure requires the principal or manager to investigate the complaint to determine whether or not it has substance. This involves:

• establishing the precise nature of the complaint. This would normally involve interviewing the complainant, recording the details and requesting that the complaint be put in writing (if this has not already been done)
• acknowledging the complaint in writing
• informing the respondent in writing of the full details of the complaint and providing the opportunity for the respondent to respond in writing and where necessary, interviewing the respondent
• considering other relevant matters to assist in clarifying the complaint. This may involve examining personnel records and other documentation, requesting a written statement from any witnesses or other persons and interviewing those people separately;
• keeping a written account of all interviews;
• allowing the parties to have a witness or support person, who may be a union representative, to accompany them to any interview or meeting. (This person should not be acting for fee or reward.)

Note: Where a person is invited to provide a written statement but does not do so, this does not prevent the investigation of the complaint proceeding.

**Step 2 Making a finding**

Following the investigation, the principal or manager should determine whether there is any substance to the complaint and make a decision about what action, if any, should be taken. In addition to the information listed in Step 1, this assessment should take into consideration:

• the circumstances and context of the complaint;
• whether evidence was presented by the parties in a credible and consistent manner;
• the absence of evidence where it should logically exist.

In making a decision, the principal or manager should consider all available information. The principal or manager should be satisfied so far as is possible, of the facts of the situation and make a decision based on this assessment. Where there are no independent witnesses to provide evidence, the principal or manager may make a decision based on the credibility of the parties involved. Each case should be assessed on its own particular circumstances.

**Step 3 Determining appropriate action**

In determining the appropriate course of action, the options available to the principal or manager are to:

• dismiss the complaint; or
• accept the complaint.
**Dismiss the complaint**

The principal or manager may determine that a complaint is not substantiated and dismiss it. In this case the principal or manager should clarify any misunderstandings and deal with the issues. This may involve:

- acknowledging the different perspectives;
- reminding those involved of expected standards of conduct;
- conducting training and awareness raising sessions;
- monitoring the situation carefully.

**Accept the complaint**

If the principal or manager determines that there is substance to the complaint, the Conduct and Ethics Branch should again be contacted for further advice. In determining appropriate action, the principal or manager may consider one or more of the following:

- formal apologies;
- counselling;
- undertakings that inappropriate behaviour will cease;
- clarification of expectations of appropriate conduct;
- setting up a support group;
- issuing a warning in relation to the consequences of continued behaviour and placing a copy on the respondent’s personal file or general complaints file, as appropriate;
- implementing a formal period of monitoring
- disciplinary action for employees, which could include dismissal.

Any decision concerning appropriate action should have regard to factors such as:

- the severity and frequency of the harassment;
- the weight of the evidence;
- the wishes of the complainant;
- the level of remorse;
- whether there have been any prior incidents or warnings.

Sexual harassment may constitute serious misconduct. For members of the teaching service, sexual harassment could amount to an offence under the Teaching Service Act 1981. Serious misconduct of a member of the teaching service may be dealt with under section 9 or section 45 or Part V of the Teaching Service Act 1981. The consequences of serious misconduct for members of the teaching service are set out in the Teacher Class and Principal Class Handbooks, February 2001. For School Service Officers, sexual harassment could amount to misconduct under the relevant Ministerial Order. For public servants, sexual harassment could amount to misconduct under the Public Sector Management and Employment Act 1998.

*Note: Disciplinary action is subject to relevant instruments such as the Teaching Service Act 1981, the Public Sector Management and Employment Act 1998 (the Acts) and the relevant Ministerial Order for SSOs. If principals consider that disciplinary action is appropriate, they must contact the Conduct and Ethics Branch for advice as they cannot take formal disciplinary action under the Acts against members of the teaching service or school-based Victorian Public Service employees.*

**Notification of Outcome**

The principal or manager must notify both the complainant and the respondent in writing of the outcome. This will include the agreed outcome of any conciliation process or any decision to refer the matter to the Department for advice on what, if any, disciplinary action may be taken.
see For substantiated complaints, see For complaints where the outcome involves a warning that formal procedures may be implemented if there is a recurrence of the conduct, complaints where the outcome involves the implementation of a formal monitoring period, see Conciliation

Prior to determining the course of action, and where the parties agree to participate, the principal or manager may choose to use a conciliation procedure, where the principal or manager considers it appropriate and where it may assist in achieving a resolution of the complaint.

 Whilst conciliation is not mandatory, complaints may be settled where the parties are brought together to discuss the problem and seek solutions. The object of conciliation is to assist the parties to achieve resolution of the complaint.

 Any party involved in the conciliation process may include another person, including a union member, for support and assistance. No party to the conciliation process may be represented by another person acting for fee or reward. Where any of those involved may be disadvantaged, for example due to disability or non-English speaking background, steps should be taken to mitigate the disadvantage, such as providing access to interpreters.

 Through conciliation a resolution may be achieved which is mutually acceptable to the parties, for example:

- acknowledging each other’s perspective and developing agreed strategies for managing differences;
- offering of an apology;
- giving an undertaking that inappropriate behaviour will be changed;
- clarifying expectations of appropriate conduct;
- setting up a support group;
- setting up mentor support;
- counselling.

 Step 4 Preparing a report

 After making and acting on a decision, a confidential report must be prepared by the principal or manager (see Attachment 9). This should be done immediately after the complaint procedures have been completed. The report should include a summary of the procedure undertaken, including timelines, action taken and the outcome of any conciliation process. The report should include any other relevant documents, such as:

- a written statement from the complainant setting out the complaint;
- a written response from the respondent to the complaint,
- written witness statements;
- documentation of any assistance provided to the complainant and respondent;
- any other relevant documentation, including copies of all correspondence to the complainant or the respondent.

 See paragraph below on “Documentation” for advice about storing the report.

 Step 5 Monitoring the situation

 Following the determination of the outcome, the principal or manager will monitor the situation to ensure, as far as practicable, that the situation does not recur. The principal or manager will document this procedure where necessary.

 Documentation

 Documents relating to a complaint should be placed by the principal or manager in a sealed envelope marked ‘Authorised Access Only’ and filed on the respondent’s personal file. If the respondent is not an employee, a general complaints file should be established. If the respondent is a student, documents should be filed on the student’s file. Generally only the principal or manager or other persons authorised by the appropriate Director would access these documents as they contain information that could be considered to be about the personal
affairs of people involved in a complaints procedure and are subject to strict privacy provisions. Principals or managers are responsible for ensuring that all documents are handled with absolute confidentiality.

**Appeals/Grievances**

If an employee is dissatisfied with the decision made at the local level, the Merit Protection Boards (MPB) administer a grievance process that is available to all Department employees, other than those employed on a casual basis. The grievance process is available where these employees consider that they have been treated unfairly or unreasonably in a relation to a decision concerning their employment. These employees can request a review of a decision or action, or lack of action, that directly affects him or her. The MPB provide guidelines of the procedures relating to grievance hearings.

In addition, a teacher has a formal right of appeal to the MPB against the outcome of any disciplinary action taken under section 45 or Part V of the *Teaching Service Act 1981*, including dismissal.

If any person is dissatisfied with the determination made at the local level, he or she may request that the Department review the decision.

Any person may lodge a complaint with an appropriate external authority at any time, as listed at the end of this policy.

**Information and Contacts**

**Guidelines:**

Victorian Government Schools – Principal Class Handbook, February 2001


**Legislation:**


**Contacts:**

**DE&T Central**

Conduct and Ethics Branch 9637 2594

Diversity and Equity Unit 9637 2454


**DE&T Regional**

Barwon South Western 5272 8300

Central Highlands Wimmera 5337 8444

Eastern Metropolitan 9881 0200

Gippsland 5127 0400

Goulburn North Eastern 5761 2100

Loddon Campaspe Mallee 5440 3111
Northern Metropolitan 9488 9488
Southern Metropolitan 9794 3555
Western Metropolitan 9291 6500

**External Agencies**

Merit Protection Boards 96510290
Email: meritboards@edumail.vic.gov.au

Victorian Equal Opportunity Commission 9281 7111
Email: eoc@vicnet.net.au

Human Rights and Equal Opportunity Commission (02) 9284 9600
Email: publications@humanrights.gov.au
Website: [http://www.humanrights.gov.au](http://www.humanrights.gov.au)

Ombudsman
Email: ombudvic@ombudsman.vic.gov.au 9613 6222

7.4 Suspension or Exclusion from the Service

**Policy Statement**

Carranballac College OSHC guides and supports positive behaviour and offers an environment that is safe and happy for all children. If a child continues to behaviour inappropriately or the safety of others is jeopardised, suspension or exclusion may occur.

**Procedures**

- Strategies will be taken to allow children to have access and fully enjoy the program provided. If a child’s behaviour prevents them from participating in the program or they cause harm to themselves or others it may be necessary to suspend or exclude them.
- Suspension or exclusion will be the last option and will be used only after all other strategies have been tried.
- Suspensions or exclusion may occur if the safety of others are jeopardised.
- Suspensions or exclusion is a decision that will be made at the discretion of the OSHC Manager and the College Director.
- If the behaviour becomes a criminal manner, suspension or exclusion may be recommended immediately.
- If the behaviour was deliberately harmful to others, suspension or exclusion may be recommended immediately.
- Any such action must take place with the full knowledge of the school and the family.
7.5 Personal Hygiene

**Policy Statement**

Carranballac College OSHC ensures that all Educators comply with sound personal hygiene practices to maintain a healthy and hygienic environment. Educators will remind children and encourage positive personal hygiene practices.

**Procedures**

- Children will be encouraged to wash and dry their hands before eating and after going to the toilet
- Educators will wash hands and lower arms before and after food preparation
- Educators will wash hands and lower arms after cleaning of body fluids
- Educators will encourage children to wash their after blowing their nose and disposing of tissues appropriately.

7.6 Sun Smart

**Rationale:**

Over exposure to the sun presents a serious health risk. Children must therefore be educated as to the need for suitable sun protection, and protected from over exposure to the sun whilst at school.

**Aims:**

- To educate children as to suitable sun smart protection strategies.
- To encourage children and educators to protect themselves from the harmful effects of the sun.

**Implementation:**

- Children will be required to wear Anti-Cancer Council approved close-weave broad brimmed hats with a brim of at least 7.5 cm or a bucket hat with a brim of at least 6cm during terms 1 and 4 whenever they are outside or as advised by the Department.
- Staff will act as role models by also wearing hats when outside.
- Children will be actively encouraged to wear a broad-spectrum water resistant sunscreen (SPF30+). Sunscreen will be applied by students with the encouragement of Educators.
- Our school has accreditation as a Sun smart school at the Anti-Cancer Council of Victoria.

7.7 Food Preparation

**Policy Statement**

Carranballac College OSHC adheres to the guidelines set by the National Quality Framework and ensures that the service provides a safe and hygienic environment whenever food is handed in line with the Food Act.

- Educators will wash their hands and lower arms before and after food preparation
- After washing hands Educators will wear gloves for the preparation of food
- Kitchen benches will be cleaned and sanitised before and after food preparation
- Tables will be cleaned and sanitised before food being served and after eating of food
- Kitchen utensils will be washed and stored appropriately before and after their use
- The kitchen will be kept clean and tidy at all times. Food will be put away appropriately and any open packets of food will be stored in appropriate food containers
- Each child will be served their food on individual plates (or something similar) and the plates will be washed and stored appropriately before and after use
- All unwrapped items of food will be served using tongs or appropriate serving utensils
- Children are encouraged to wash their hands before eating and participating in a cooking activity

7.8 Nutrition

**Policy Statement**
Carranballac College OSHC will provide a variety of nutritious, balanced snacks for children reflecting their tastes, culture, religion and health concerns.

**Procedures**

- All children are encouraged to eat breakfast and afternoon refreshments
- Drinking water is always available and children are encouraged to drink
- Breakfast is served until 8:30 am
- Seasonal fruits and vegetables shall be offered in the afternoon as part of the healthy, nutritious and eating smart menu
- Educators will discuss the importance of healthy eating and nutrition with children
- Food containing sugar, fat, and salt content are taken into consideration before serving
- Children are encouraged to sit when eating
- Children shall have the opportunity to eat their food in a relaxed atmosphere while seated and comfortable
- Food will not be offered as a reward or a punishment
- Food sharing is discouraged as some children have serious food allergies and anaphylaxis
- Children should not bring nuts or nut products to the service to minimise risk to children with nut allergies or anaphylaxis
- Educators are to be aware of packaged food which may contain traces of nuts. These foods will be limited
- Any child’s special dietary needs to be specified at the time of enrolment so appropriate food can be prepared on the days that the child attends. A medical management plan also needs to be completed by the family and provided to the Service coordinator and the OSHC Manager
- Children are encouraged to be involved in the planning of the menu
- All food preparation and consumption will be in a clean and hygienic area which meets the National Standards for OSHC Services
- Children are encouraged to cook, serve and clean up as part of the program activities
- All Educators and children are encouraged to wash and dry their hands prior to eating

7.9 Drug Free Environment

**Policy Statement**

Carranballac College OSHC Service is a tobacco, alcohol, and illicit drug free environment

**Procedures**

- Educators are at no time to smoke, take illicit drugs or be affected by alcohol whilst at the Service or on the school grounds
- Educators are not be affected by drugs that will affect their ability to care and educate the children attending the Service
- Educators that breach the drug free environment will be sent home immediately and the matter will be referred to the OSHC Manager/College Director for disciplinary action and may result in termination of their employment
- Any child observed under the influence of drugs or alcohol will be reported DHS

7.10 Rest and Care

**Policy Statement**

Carranballac College OSHC aims to provide a balance of activities for children and recognising the needs of individuals regarding their personal requirements for rest and comfort. Adequate opportunities will be provided for rest and relaxation.

**Procedures**
Each child’s age and development will be taken into account
• Recognition of children at differing stages of growth and development
• Nominated areas will be provided for children to engage in quiet activities
• There will be no pressure for children to engage in physical activities

7.11 Manual Handling

Purpose:
The purpose of this procedure is to ensure hazardous manual handling tasks are identified and risk of musculoskeletal disorders associated with such tasks is controlled.

Scope:
This procedure applies to manual handling performed in Department of Education and Early Childhood Department (DEECD) workplaces including schools and central and regional offices.

References:
Occupational Health and Safety Act 2004
Occupational Health and Safety Regulations 2007
Victorian Code of Practice for Manual Handling 2000

Definitions:
Deputy Health and Safety Representative: An elected employee responsible for representing employees within a Designated Work Group (DWG) on matters relating to Occupational Health and Safety (OHS) in the absence of the HSR.

Hazard: Anything with the potential to cause harm, injury, illness or loss.

Hazardous Manual Handling:

a) Manual handling having any of the following characteristics:

• Repetitive or sustained application of force;
• Repetitive or sustained awkward posture;
• Repetitive or sustained movement;
• Application of high force being an activity involving a single or repetitive use of force that it would be reasonable to expect that a person in the workforce may have difficulty undertaking;
• exposure to sustained vibration;

b) manual handling of live persons or animals;

c) manual handling of unstable or unbalanced loads that are difficult to grasp or hold.
Health and Safety Representative: (HSR): An elected employee responsible for representing employees within a DWG on matters relating to OHS.

Management OHS Nominee: A position nominated by the Workplace Manager to oversee the operational aspects of implementing health, safety and wellbeing initiatives, policies and procedures.

Manual Handling: Any activity requiring the use of force exerted by a person to lift, lower, push, pull, carry or otherwise move, hold or restrain any object.

Musculoskeletal Disorder (MSD): An injury, illness or disease of the musculoskeletal system affecting the muscles, bones, tendons, ligaments, intervertebral discs or nerves that arises in whole or in part from manual handling in the workplace, whether occurring suddenly or over a prolonged period of time but does not include an injury, illness or disease that is caused by crushing, entrapment or cut resulting primarily from the mechanical operation of plant.

Risk: A description of the likelihood and consequence of a hazard causing injury or illness.

Workplace Manager: The Manager or Principal responsible for the school, central office, regional office or other DEECD workplace.

Responsibility:

Workplace Managers and/or Management OHS Nominees are responsible for:

- Consulting with HSRs and employees in relation to identifying hazardous manual handling tasks and assessing and controlling associated risks;
- Ensuring risk assessments are conducted for identified hazardous manual handling tasks;
- Ensuring risks associated with identified hazardous manual handling tasks are controlled;
- Monitoring and reviewing implemented risk controls;
- Maintaining records related to hazardous manual handling identification, risk assessment and risk control, including updated OHS Risk Register and training records; and
- Complying with legislation relating to manual handling.

HSRs: The functions of HSR can include:

- Encouraging employees to report tasks that may involve hazardous manual handling; and
- Participating in hazardous manual handling identification, risk assessment and the development, monitoring and review of risk control measures.

Employees are responsible for:

- Reporting tasks that may involve hazardous manual handling;
- Participating in and assisting Workplace Managers and/or Management OHS Nominees in identifying hazardous manual handling tasks, risk assessment and risk control process; and
- Cooperating with measures implemented to control risk associated with hazardous manual handling.

Procedure:

Hazard Identification

Workplace Managers and/or Management OHS Nominees are to identify all hazardous manual handling tasks within the workplace in consultation with HSRs and employees. In all instances the Workplace Manager and/or Management OHS Nominee must record the identified manual handling hazards using the Hazardous Manual Handling Identification Form or equivalent template.

Hazardous manual handling tasks may be identified when:

- An incident, injury or near miss is reported in the workplace;
- A new task is introduced into an employee’s job;
• Observation of manual handling tasks;
• New plant or equipment is introduced;
• Workstations or the work environment is changed;
• New or additional information relating to hazardous manual handling becomes available; and
• Consulting with employees performing manual handling tasks.

Hazard identification may be carried out for a group of tasks rather than for individual tasks if all the tasks in the group are similar and does not result in the employee being subject to any greater, additional or different risk.

Risk Assessment

The Workplace Manager and/or Management OHS Nominee is to conduct a risk assessment for each hazardous manual handling task in the workplace. All risk assessments are to be conducted in consultation with HSR and employees.

The risk assessment is to be documented using the Hazardous Manual Handling Risk Management Form or equivalent template.

• Risk assessment of hazardous manual handling tasks are to include examination of the following risk factors:
  • The postures, movements and forces required to carry out the task;
  • The duration and frequency of the task;
  • Environmental factors that act directly on a person carrying out the task including heat, cold, vibration, humidity and wind; and
  • Systems of work or the way the work is organised and will determine of the sources of risk.

Risk assessments in relation to screen based workstations are to be documented using the DEECD Screen Based Workstation Risk Management Form.

Risk Control

Where specific hazards have been identified for manual handling tasks, controls are to be established and implemented by the Workplace Manager and/or Management OHS nominee in consultation with HSRs and employees. This is to be documented using the Hazardous Manual Handling Risk Management Form.

When determining risk controls to reduce manual handling risks, the Workplace Manager and/or Management OHS Nominee must follow the hierarchy of control outlined in OHS Risk Management Procedure. Examples of effective manual handling controls (from most to least effective) could include:

• Eliminating heavy lifting by implementing a no lift of students policy;
• Substituting heavy drills with lighter drills;
• Improving workplace design and layout i.e. using work benches at correct heights;
• Providing personal protective equipment (PPE) e.g. gloves with increased grip for handling objects; and
• Training employees in safe lifting techniques.

Safe Work Procedures

Where it is not reasonably practicable to reduce risks, risks may be controlled by the use of specific information, instruction and training which may include the development of a Safe Work Procedure using the Safe Work Procedure template.

Manual Handling Training
For employees exposed to hazardous manual handling tasks, the Workplace Manager and/or Management OHS Nominee is to make sure training is provided for safe manual handling and lifting techniques. This training is to include:

The process for identifying and assessing and controlling risk associated with hazardous manual handling;

- The measures in place to control the risk of MSD;
- How to select and use appropriate mechanical aids and manual handling techniques; and
- First aid and incident reporting procedures to be followed in case of injury.

Records of this training are to be recorded and maintained by the Workplace Manager and/or Management OHS Nominee as outlined in Induction and Training Procedure.

Reviewing of Risk Control Measures

The Workplace Manager and/or Management OHS Nominee is responsible for reviewing the effectiveness of hazard controls in consultation with HSRs and employees. This review is to be documented using the Hazardous Manual Handling Risk Management Form.

Measures in place to control the risk of MSD’s must be reviewed and, if necessary, revised:

- Prior to any alteration to any objects used or to systems of work;
- Prior to an object being used for another purpose than for which it was designed;
- If new or additional information becomes available;
- If an MSD is reported;
- In relation to any incident notifiable to Work Safe Victoria;
- Where for any reason the measures do not adequately control risk; and
- Following a request from a HSR.

OHS Risk Register

The Workplace Manager and/or Management OHS Nominee is to make sure that the OHS Risk Register is kept up to date as necessary when manual handling hazards are identified, assessed, controlled and reviewed.

Related Documentation:

- Hazardous Manual Handling Identification Form
- Hazardous Manual handling Risk Management Form
- Screen Based Workstation Risk Assessment and Control Form
- OHS Risk Management Procedure
- Safe Work Procedure
- OHS Induction and Training Procedure
- OHS Risk Register

Version Control

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<td>Reviewed as per OHSMS 2 yearly review process. Inclusion of reference to Hazardous Manual Handling Risk Management Form. Wording changes in responsibilities section, inclusion of examination of risk factors, inclusion of review section.</td>
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<td>Inclusion of Hazardous Manual Handling Identification Form</td>
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7.12 Supervision

**Policy Statement**

Carranballac College OSHC will adhere to the National Quality Framework requirements to ensure that the minimum staff to child ratio is adhered to at all times and the children are in line of sight and safe at all times.

**Procedures**

- Staff to child ratios 1:15 are maintained in accordance to the National Quality Framework
- To ensure that there is adequate supervision all children must be in sight of an Educator at all times
- Educators must place themselves in an area so they can maintain line of sight of the children and the children can see them
- When children are going to the toilets, children must seek staff permission and must go with a ‘buddy’ expect when the child can be supervised entering and existing the toilets
- Educators need to be mindful of supervision when setting up the environment, an activity or games so a clear view of area remains
- No ‘hide and seek’ games are to played
- Staff are to remain attentive to supervision throughout their shift and there is to be no personal phone calls/texting
- Only children that are booked into the session are able to take part in the activities
- Educators will ensure that activity supervision is adhered to when children are taking part in higher risk activities such as cooking, group active games and use of large or heavy equipment

8. Facilities and Equipment

8.1 Resources and Equipment

**Policy Statement**

Carranballac College OSHC believes that children should have a range of equipment which is safe, well maintained and developmentally appropriate. This equipment should allow a balance for the children taken into consideration their needs, abilities and interests

**Procedures**

- Budgets are provided by the school for ordering resources and equipment
- Educators check equipment regularly to ensure that it is clean and safe. Any equipment not meeting this standard will be removed and reported to the OSHC Manager and the College OHS representative.
- Equipment and resources are stored in a safe and secure place where possible
- Educators instruct children in the proper use of equipment and resources

8.2 Maintenance and Cleaning

**Policy Statement**

Carranballac College OSHC provides a clean and well maintained facility that ensures that children and families using the Service are provided with a high quality Service which is safe, healthy and hygienic.

**Procedures**

- The OSHC areas both indoors and outdoors are to be regular checked for cleanliness and safety
- All Educators must report any safety hazards and incidents to the OSHC Manager
- It is the responsibility of the OSHC Manager to follow up with the school and ensure that these hazards are repaired or replaced
- All equipment must be in safe repair, if not they are to be removed
- All dangerous substances must be labelled and kept out of reach of children
• The kitchen area must be maintained in accordance to the Food Safety Legislation
• The environment must be free of vermin
• School cleaners must ensure the toilets are cleaned daily and rubbish is removed
• A Maintenance/Hazard reporting sheet is used to document any repairs that needs to be forwarded onto the school

8.3 Hazard Reports

Policy Statement

Carranballac College OSHC will ensure a safe and healthy environment for everyone at the Service by constantly monitoring and reporting any hazards.

Procedures

• Educators have the legal responsibility to protect themselves and others in the workplace
• Any safety hazards and incidents need to be dealt with promptly and accurately
• Educators will perform a walk around with a hazard checklist of the service and its premises each day
• Any hazards related to the building or fixed equipment will be reported to the school via the OSHC Manager. The Hazard/Incident Reporting and Investigation Procedure Policy will be followed
• Cones or tape are to be placed around any immovable hazards or equipment removed and place out of harm until the hazard is fixed. Children are to moved away from the area
• Educators will ensure that the indoor and outdoor environment is clean and hygienic

8.4 Occupational Health and Safety

Scope

This policy applies to all employees, students, visitors, volunteers and contractors in Department of Education and Early Childhood Development (DEECD) schools and offices and is readily accessible to all interested parties.

DEECD OHS Commitment and Principles:

DEECD is committed to providing employees, students, contractors and visitors with a healthy and safe environment.

DEECD will so far as is reasonably practicable take action to improve and promote health, safety and wellbeing and prevent workplace injuries and illnesses at all DEECD workplaces.

DEECD is committed to:

• preventing injury and illness occurring in DEECD workplaces;
• consulting and co-operating with employees on health, safety and wellbeing issues directly as well as through their Health and Safety Representatives (HSR) and employee representative organisations on OHS issues affecting them;
• achieving continuous improvement through the monitoring and review of measurable targets and objectives and improvement of health and safety management systems and initiatives;
• complying with all relevant health and safety legislation; and
• allocating adequate resources to maintain healthy, safe and supportive workplaces

DEECD will meet its commitment to Health & Safety by:
• providing appropriate information and training for principals/managers (including senior management and regional personnel) and employees to enable them to perform their OHS roles and responsibilities;
• holding all levels of management accountable for the health & safety of employees under their management;
• consistently applying DEECD OHS procedures, practices and other relevant policies in accordance with statutory requirements and accepted health and safety standards;
• reporting, recording and investigating accidents and incidents and acting to prevent re-occurrence;
• reducing health, safety and wellbeing risks through a documented process of hazard identification, selection, implementation and review of risk controls; and
• monitoring, reviewing and improving health, safety and wellbeing management systems.

DEECD employees, visitors, volunteers and contractors are required to:
• report hazards and incidents;
• participate in training;
• consult and cooperate with DEECD on safety related matters; and
• follow safety instructions and observe the wearing of personal protective equipment as required

8.5 OHS Consultation and Communication

Purpose:
The purpose of this procedure is to outline the consultative arrangements that are to be developed and implemented across all DEECD workplaces to ensure that necessary Occupational Health and Safety (OHS) matters are consulted on and OHS information is regularly communicated.

Scope:
This procedure applies to all Department of Education and Early Childhood Development (DEECD) workplaces including schools and central and regional offices.

References
Occupational Health and Safety Act 2004
Occupational Health and Safety Regulations 2007

Definitions
Deputy Health and Safety Representative (DHSR): An elected employee responsible for representing employees within a Designated Work Group (DWG) on matters relating to OHS in the absence of the HSR.
**Designated Work Group (DWG):** A group of employees in the workplace who share similar workplace health and safety concerns and conditions.

**Health and Safety Committee:** A cooperative forum for employers and employees to work together on OHS issues.

**Health and Safety Representative (HSR):** An elected employee responsible for representing employees within a designated work group (DWG) on matters relating to occupational health and safety.

**Management OHS Nominee:** A position nominated by the Workplace Manager to oversee the operational aspects of implementing health, safety and wellbeing initiatives, policies and procedures.

**Provisional Improvement Notice (PIN):** A formal notice issued by a HSR to an employer if they believe the workplace is contravening a provision of the OHS Act 2004. A PIN may only be issued after consultation aimed at remediying the issue has occurred (refer to the DEECOD OHS Issue Resolution Flowchart) and the issue remains unresolved.

**Workplace Manager:** The Manager or Principal responsible for the school, central office, regional office or other DEECO workplace.

**Responsibility**

Workplace Managers and Management OHS Nominees are responsible for:

- Facilitating the establishment of Designated Work Groups (DWG) in the workplace in accordance with the Occupational Health and Safety Act 2004;
- Implementing the agreed procedure for the election of a HSR and DHSR in the workplace;
- Allowing the HSR and DHSR to attend WorkSafe approved training;
- Establishing a Health and Safety Committee as required and/or including OHS as a standing agenda item at staff meetings or other suitable forum;
- Consulting with the HSR and employees on health and safety matters as per the Occupational Health and Safety Act 2004; and
- Implementing an agreed issue resolution process for the workplace.

The functions of Health and Safety Representatives and Deputy Health and Safety Representatives can include:

- Consulting with the Workplace Manager or Management OHS Nominee in regards to health and safety matters of employees in their DWG; and
- Representing employees in the resolution of outstanding OHS matters.

**Employees are responsible for:**

- Participating in the consultation process;
- Cooperating with any agreed actions taken by the employer to comply with the Occupational Health and Safety Act 2004; and
- Following the agreed issue resolution process.

**Procedure:**

**Establishment of Designated Work Groups**

The Workplace Manager or Management OHS Nominee must do everything reasonable to ensure that negotiations to establish a Designated Work Group (DWG) start within 14 days of being requested to do so by an employee. The Workplace Manager or Management OHS Nominee may identify a need to establish a DWG for their workplace and can establish DWG even if a request has not been made by employees. However, this will require negotiations with employees of the workplace.

The number of DWG are to be determined by negotiations and must consider:

- The number of employees at the workplace;
• The nature of work performed;
• The number and grouping of employees who perform the same or similar role;
• The areas at the workplace where each type of work is performed; and
• The nature of hazards at the workplace.

In Victorian Government schools a DWG would usually be formed using the whole school as the work group. However in a multi campus secondary school, the DWG structure may be set up to have a DWG for each campus.

Election of Health and Safety Representatives

Each DWG must have at least one HSR. Once DWG are negotiated the following election process can begin:

Note: Where it is not possible to reach an agreement on the election process any member of the DWG may contact Work Safe Victoria for assistance with the election process.

Term of Office for HSR

The Workplace Manager or Management OHS Nominee is to instigate the above election process every three years. Existing HSR and DHSR may stand for re-election.

An election may be held prior to the three year period expiring if any of the following occurs:

• The current HSR transfers to another DWG or leaves employment;
• The HSR resigns from their position;
• After a minimum of 12 months the majority of the members of the DWG resolve in writing that the HSR no longer represent them;
• A variation or change to the composition of a DWG due to organisational change or restructure; or
• Disqualification of a HSR under s. 56 of the Occupational Health and Safety Act 2004.

Training

HSR and DHSR must be allowed time off work with pay to attend a Work Safe approved five day OHS training course (within three months of being elected), an annual one-day refresher course thereafter and any other approved training.
Establishing a Health and Safety Committee

The Workplace Manager or Management OHS Nominee is to establish a Health and Safety Committee within three months of being requested to do so by a HSR or if required by the regulations.

The committee must meet the following requirements:

At least half of the members of the committee must be employees, where practicable these are to include HSR or DHSR; and

The committee must meet at least every three months and at any other time if half of its members require a meeting.

There should be only one Health and Safety Committee for each workplace i.e. school or DEECD office.

The Workplace Manager or Management OHS Nominee can decide to establish a Health and Safety Committee providing the above process for establishing such a committee is followed.

Health and Safety Committee Meetings

The first meeting of the Committee, to be held within three months of the initial request to form a committee, should include the following tasks:

- Electing a Chairperson;
- Establishing the arrangements for Committee meetings (frequency, procedures, terms of reference etc.);
- Discussing the purpose and functions of the Committee; and
- Clarifying the roles and responsibilities of Committee Members.

The Workplace Manager or Management OHS Nominee should include the timing of the Committee meetings on the OHS Activities Calendar.

Health and Safety Committees should minute proceedings from the meetings and display these in the workplace. Committee minutes should be captured using the Health and Safety Committee Meeting Minutes template.

Staff Meetings

If the workplace does not have a Health and Safety Committee and has not been requested to have one by a HSR the Workplace Manager or Management OHS Nominee is to make sure that OHS is a standing agenda item at staff meetings or other suitable forum. The Staff Meeting Agenda is to be used as a guide for determining the content of such discussion.

Consultation

DEECD will consult with internal and external stakeholders regarding matters affecting state wide health and safety policy on a regular basis as determined by arrangements established with the stakeholders and in accordance with the main objectives of DEECD’s OHS Consultation and Communication Policy and this procedure.

The Workplace Manager or Management OHS Nominee must consult with HSR and employees when making any decision or change in relation to their health and safety in the workplace including the following:

- Identification of workplace hazards;
- Assessment of the risks associated with workplace activities and hazards;
- Decisions made in relation to measures taken to eliminate or control workplace risks;
- Review of workplace risk assessments;
- Introduction of, or alteration to procedures for monitoring workplace risks;
- Decisions made in relation the adequacy of workplace facilities;
- Proposed changes to the work premises, systems of work, plant or substances used at the workplace;
• Decisions made in relation to changes in job role; and
• Decisions made in relation to consultation procedures and any legislative requirements.

Where the information required to be disclosed, as part of this consultation and communication process, is confidential (e.g. medical reports, personal records etc.) the Workplace Manager or Management OHS Nominee should seek legal assistance before deciding to disclose the information.

**Issue Resolution**

The Workplace Manager or Management OHS Nominee is to implement an agreed OHS issue resolution process. The OHS Issue Resolution Flowchart must be used if an agreed process does not exist. The agreed process or OHS Issue Resolution Flowchart is to be communicated to all employees and displayed in a prominent position in the workplace.

**Provisional Improvement Notices**

A Provisional Improvement Notice (PIN) can only be issued by a HSR after consulting with the person responsible for a breach or likely breach of the legislation.

- Breaches may include, but are not limited to:
  - Excessive noise levels in the workplace;
  - High levels of employee stress;
  - A requirement to manually lift heavy objects;
  - Exposure to chemicals used in the workplace;
  - Unguarded machines; and
  - Inadequate workplace amenities for and/or working environment.

The PIN must include:

- The HSR’s belief as to what the breach or likely breach is;
- The section of the Occupational Health and Safety Act 2004 or regulations that has or is likely to be breached; and
- Date (at least eight days after the day the PIN is issued) by which the person is required to correct the breach or likely breach.

If issued, and not disputed, the PIN should be displayed in a prominent position in the workplace (see section 6.7 below). If a PIN is disputed the recipient of the notice (e.g. Workplace Manager, employee etc) has seven days to contact a Work Safe Victoria Inspector.

The resolution of a PIN should follow the process outlined in the workplace’s OHS Issue Resolution Flowchart.

**Communication of OHS Information**

DEECD will communicate matters affecting state-wide OHS information to internal and external stakeholders. This may include health and safety newsletters, legislation changes, policy and procedure updates, annual reports and significant incident and injury trends and information relating to OHS training.

The Workplace Manager or Management OHS Nominee must communicate the following information to employees:

- The risk profile (OHS Risk Register) of the workplace;
- Policies and procedures specific to the workplace;
- Risk assessments; and
- Material Safety Data Sheets (MSDS) for chemicals.

Generally, consultation and communication with employees will be via the Health and Safety Committee and / or the HSR. To supplement this, the Workplace Manager or Management OHS Nominee should also assign
designated areas (e.g. Notice Boards) where relevant health and safety information can be prominently displayed.

As a minimum this information is to include:

- **OHS Policy**
- **OHS Consultation and Communication Policy**
- Names of Health and Safety Representatives, Deputy Health and Safety Representatives and Management OHS Nominee;
- A current First Aid Summary Sheet;
- DEECD "Returning To Work Following a Workplace Injury" Poster;
- Emergency Plan;
- Work Safe “If You Are Injured” Poster;
- Agreed Issue Resolution Process or Issue Resolution Flowchart;
- Employee Assistance Program (EAP) Information; and
- Minutes of health and safety committee meetings or staff meetings depending on which model the workplace uses.

### Safety Signs

There are a number of signs that are used to communicate health and safety information in the workplace. Examples of hazard specific signs include:

- Requirement for Personal Protective Equipment (PPE) i.e. when working with plant or machinery;
- Location and direction of emergency exits;
- Location of fire extinguisher signs;
- Location of underground services;
- Emergency evacuation point(s);
- Restricted area(s) and visitor signage;
- Location of first aid equipment and names of first aid officers;
- Storage of flammable liquids and hazardous substances; and
- No smoking.

Signs are displayed to identify hazards in the workplace and to warn and instruct employees, visitors and contractors. However, signage by itself is not to be used as a substitute for more appropriate risk controls (see OHS Risk Management Procedure).

The Workplace Manager or Management OHS Nominee, in consultation with the HSR, is to determine the type and location of hazard specific warning signs. Signs displaying symbols and colours complying with AS1318 are preferred. Where this is not possible and written signage is required, it must comply with AS1319 and, if necessary, be provided in languages other than English.

The condition of signs should be checked on a regular basis by tailoring the Workplace Inspection Checklist to make sure it includes signage.

### Related Documentation:

- OHS Activities Calendar
- Health and Safety Committee Meeting Minutes
- Staff Meeting Agenda
- OHS Consultation and Communication Policy
- OHS Issue Resolution Flowchart
- OHS Risk Register
- Occupational Health and Safety Policy
• OHS Responsibilities
• Health and Safety Committee Charter
• First Aid Summary Sheet
• OHS Risk Management Procedure
• Workplace Inspection Checklist

Version Control

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<th>Date Created</th>
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<td>2</td>
<td>Inclusion of EAP information and Risk Management and Occupational Rehabilitation Program statement to be displayed on health and safety noticeboards.</td>
<td>November 2009</td>
<td>EHU</td>
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<td>Minor word changes and inclusion of references to OHS Committee Charter and DEECD “Returning to Work Following a Workplace Injury” Poster.</td>
<td>February 2010</td>
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<td>Two yearly reviews as per OHSMS requirements.</td>
<td>April 2011</td>
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<td>5</td>
<td>Two yearly reviews as per OHSMS requirements. Change to heading to reflect requirements in AS/NZS: 4801:2001</td>
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8.6 Toilets and Hand Basins

Policy Statement

Carranballac College OSHC is provided with sufficient toileting and hand washing facilities to meet the needs of the number of children attending the program. These facilities are to be kept clean and in a hygienic condition.

Procedures

• Boy and girls toilets are separate
• These toilets are easily accessible and at safe distance from the program where they can be adequately supervised
• Wash basins should have running water, soap and hand drying facilities
• Children should be offered a toilet break at regular intervals
• Toilets should be cleaned daily
• Children are to return promptly from the toilet and not spend any time ‘playing’
• When children are going to the toilets, they must seek permission and must go with a ‘buddy’ or when the child can be supervised entering and existing the toilets by educator/s

8.7 Food Preparation Facilities and Storage

Policy Statement

Carranballac College OSHC complies to the principals and guidelines of the National Quality Framework requirements and ensures all Educators will adhere to the Food Act to ensure that a safe and hygienic facilities are maintained for any food preparation and cooking.

Procedures

• Correct food preparation procedures are available to all Educators
• Safe, hygienic facilities for preparation, storage, heating and cooking of food
• Educators will maintain a high level of personal hygiene
• All refrigerated storage will be maintained at a temperature of less than 5 degrees Celsius
• A freezer must be maintained at less than -14 degree Celsius
• All foods not requiring refrigeration will be stored in appropriate cupboards and stored in with their original packaging or in an air tight container once opened
• Cupboards will be kept clean and hygienic and free of vermin
• A daily temperature check of refrigeration storage must be recorded on the Daily Temperature Log
• Educators will maintain and comply with the cleaning schedule
• Tables and benches are cleaned before food is served and again after food has been eaten
• Educators will ensure that children are supervised when cooking and preparing snacks

8.8 Storage of Dangerous Goods

Policy Statement
Carranballac College OSHC will store dangerous products in a lockable cupboard. All staff will be informed in how to store, prepare and administer first aid of all dangerous products that are held at the Service.

Procedures
• Storage facilities that contain dangerous substances are clearly labelled
• All chemical, medications and dangerous substances are stored in their original containers unless labelled otherwise
• If poisonings does occur an educator will telephone the Poison Information Centre, Royal Children’s Hospital on 13 11 26 immediately for first aid advice

9. Medical Conditions and Procedures

9.1 Medical conditions policy

Policy Statement
Carranballac College OSHC must be informed of any medical conditions by the family to ensure adequate management of these conditions while the child is in care. Any child that has a medical condition stated on their Enrolment Form must fill out an appropriate medical management plan. Educators will be informed of any children with allergies or medical conditions.

Procedures
• On enrolment, requests for updated first aid information will be required, including requests for any health management plans. (esp. asthma, anaphylaxis)
• All health management plans will be displayed in the first aid folder or on the wall for asthma management plans. Copies are held in the medical folder to be collected in the case of an evacuation emergency.
• Parents of children who have ongoing medical conditions are expected to inform Outside School Hours Coordinator in the response to the medical condition and to keep these staff updated.
• Regular administration of medication to a student requires a student medical action plan to be completed, signed and dated by the relevant medical practitioner. A student medication request form is available from the OSHC office. No medications will be administered to children unless it is for specific conditions that have been discussed with parents and appropriate written authority (as set out above) is provided.

9.2 Medical Management Plans

Policy Statement
Every student who has a medical condition should have an individual written management plan that is attached to the student’s records, kept on file in the OSHC office.

Procedures

Desirably, each management plan should be provided by the student’s doctor and should contain details of:
The usual medical treatment needed by the student at school or on school activities,
The medical treatment and action needed if the student’s condition deteriorates
The name, address and telephone numbers for emergency contacts and the student’s
doctor.
Training will be provided to the educators by qualified staff.

To administer medication as authorized by parent / guardian (and on the advice of a medical practitioner) according to the ‘five rights of medication’

✓ The right medication (and expiry date)
✓ In the right dose
✓ At the right time
✓ By the right route; and
✓ To the right person

9.3 Administration of Medication

Policy Statement

Many children attending OSHC require medication to treat illnesses such as asthma, epilepsy, anaphylaxis and behavioural disorders. The child’s continued attendance at OSHC and benefit from education is dependent on this therapy. It is necessary that educators as part of their duty of care, assist children, where it is appropriate, to receive their medication.

Procedure:

• Parents/guardians will complete a medication administration request form for all short term medications such as antibiotics.
• All medication will be administered following a clearly defined process consistent with the aims outlined above.
• All medications will be stored in the office, except where the medication requires refrigeration in containers with the medication request form and if necessary health management plan.
• Paracetamol can only be administered by the first aid officer with prior written consent of parent / guardian using the Student Medication Request form which can be obtained from the OSHC Office. Educators will not dispense analgesics except as above.

9.4 First Aid

Policy Statement

Under the provisions of the Occupational Health and Safety Act 2004 and the Department of Education and Training duty of care obligation to children, OSHC, representing the Department, is responsible for providing first aid facilities and sufficient staff trained to an appropriate level of competency in first aid.
• All children have the right to feel safe and well, and know that they will be attended to with due care when in need of first aid or when feeling unwell.
• First aid is defined as the initial care of the ill or injured.
• First aid is for employees, children and visitors who suffer injury or illness while at work/OSHC.
• All educators have the authority to call an ambulance immediately in an emergency. If the situation and time permit, an educator may confer with co-ordinator/OSHC Manager before deciding on an appropriate course of action.
• Provide adequately resourced first aid kits to enable the timely provision of first aid consistent with the DET first aid policy as described in the School Policy and Advisory Guide.

Aims:

• To comply with Workplace legislation on the number of staff with appropriate first aid qualifications.
• To administer first aid to children, educators families or visitors when in need in a competent and timely manner.
• To communicate a student’s health problems to parents when considered necessary.
• To provide basic supplies and facilities to cater for the administering of first aid at OSHC and on excursions.
• To act with the best interests and the safety of children and educators.
• To maintain individuals’ right to privacy and respect consistent with our privacy policy and College values.

Procedure:

• The service requires that all educators hold or are working towards HLTAID004 or equivalent.
• A first aid kit will be available for use at all times. A comprehensive supply of basic first aid materials will be stored in the first aid kits. Portable first aid kits are available for outside use.
• An up to date log book located in the office will be kept of all injuries or illnesses experienced by children / staff / visitors who require first aid.
• Children/educators records will be accessible to facilitate appropriate contact with parents/guardians and emergency contacts.
• Supervision of the children who are injured or unwell will form part of the educator’s role.
• The OSHC Manager is responsible for the purchase and maintenance of first aid supplies, first aid kits, ice packs and the general upkeep of the equipment.
• Educators must be aware of taking reasonable care with regard to their own personal safety in carrying out first aid. A supply of protective disposable gloves is provided for staff to use when body fluids are involved.
• Parents who collect children from OSHC for any reason (other than emergency) must sign the child out on the roll.
• Reminders of the policies and practices used by the College/OSHC to manage first aid, illnesses and medications will be made available to families. Basic emergency procedures / principles will be explained to all educators.
• The service will develop appropriate management procedures and strategies for specific medical conditions as required.

Health Management:
- On enrolment, requests for updated first aid information will be required, including requests for any health management plans. (esp. asthma, anaphylaxis)
- All health management plans will be displayed on the wall in the OSHC office. Copies are held with the child’s enrolment to be collected in the case of an evacuation emergency.
- Parents of children who have ongoing medical conditions are expected to inform Outside School Hours Coordinator in the response to the medical condition and to keep these staff updated.
- Regular administration of medication to a student requires a student medical action plan to be completed, signed and dated by the relevant medical practitioner. A student medication request form is available from the OSHC office.
- No medications will be administered to children unless it is for specific conditions that have been discussed with parents and appropriate written authority (as set out above) is provided.

Injury / Illness:
- Minor injuries only will be treated by staff members on duty.
- For serious injuries/illnesses, or conditions which require full supervision, the parents/guardians must be contacted by the service coordinator or OSHC Manager so that professional treatment may be organised. Any injuries to a student’s head, face, groin, neck or back must be reported to parents/guardian. Parents will be notified of injuries/illnesses which are deemed more than minor but not requiring professional treatment by phone or in person on collection.
- Any student who is collected from OSHC by parents/guardians as a result of an injury, or who is administered treatment by a doctor/hospital or ambulance officer as a result of an injury, or has an injury to the head, face, neck or back, or the first aider considers the injury to be greater than “minor” will be reported to DET using the Serious Notification Form via NQAITS portal.
- Parents of ill children will be contacted to take the children home or for appropriate medical assessment.
- Children with injuries involving bleeding must have the wound covered at all times.

Excursions:
- A comprehensive first aid kit will accompany all excursions.
- Copies of all medical management plans will be taken or excursions, as well as any medication provided.

9.5 Anaphylaxis

Rationale:
Anaphylaxis is a severe, rapidly progressive allergic reaction that is potentially life threatening. The most common allergens in school aged children are peanuts, eggs, tree nuts (e.g. cashews), cow’s milk, fish and shellfish, wheat, soy, sesame, latex, certain insect stings and medication.

The key to prevention of anaphylaxis in OSHC settings is knowledge of children who have been diagnosed at risk, awareness of triggers (allergens), and prevention of exposure to these triggers. Partnerships between OSHC and parents/families are important in ensuring that allergens are known minimized for the children whilst at OSHC. Adrenaline given through an auto-injector to the muscle of the outer mid-thigh is the most effective first aid treatment for anaphylaxis.

Aims:
- To provide, as far as practicable, a safe and supportive environment in which children at risk of anaphylaxis can participate equally in all areas of OSHC.
- To raise awareness about anaphylaxis and the OSHC anaphylaxis management policy in the OSHC community.
• To engage with parents / carer’s of children at risk of anaphylaxis in assessing risks, developing risk minimisation strategies and management strategies for the child.
• To ensure that each educator has adequate knowledge about allergies, anaphylaxis and the OSHC policy and procedures in responding to an anaphylactic reaction.

Procedure:
Individual Anaphylaxis Management Plans
The coordinator will ensure that an individual management plan is developed, in consultation with the child’s parents, for any child who has been diagnosed by a medical practitioner as being at risk of anaphylaxis.

The individual anaphylaxis management plan will be in place upon the child enrolment, and before their first session at OSHC.

The individual anaphylaxis management plan will set out the following:
• Information about the diagnosis, including the type of allergy or allergies the child has (based on a diagnosis from a medical practitioner).
• Strategies to minimize the risk of exposure to allergens while the child is under the care or supervision of educators, for in-school and out of school settings including excursions.
• The child’s emergency contact details.
• An up to date photograph of the child.
• Emergency procedures plan (ASCIA Action Plan), provided by the parent, that sets out the emergency procedures to be taken in the event of an allergic reaction and is signed by a medical practitioner who was treating the child on the date the practitioner signs the emergency procedures plan.
• Information on where the child’s medication will be stored.

The child’s individual management plan will be reviewed, in consultation with the child’s parents/carer’s:
• annually, and as applicable,
• if the child’s condition changes, or
• as soon as practicable after a child has an anaphylactic reaction at school or OSHC.
• when the student is to participate in an off-site activity, such as an excursions, or at special events conducted, organised or attended by the OSHC (eg. Cultural days, fetes, incursions).

It is the responsibility of the parent to:
• provide an ASCIA Action Plan.
• provide an adrenaline auto-injector that is within its ‘use by’ date for the OSHC program.
• inform the service, in writing, if their child’s medical condition changes, and if relevant provide an updated ASCIA Action Plan.
• provide an up to date photo for the ASCIA Action Plan when the plan is provided to the service and when it is reviewed.

Prevention Strategies a risk management plan will be filled out by the parent
Art/craft areas:
✓ no craft materials will be used that may contain known allergens.
✓ no egg cartons will be used.

Kitchen:
✓ No foods will be served that contain known allergens, including cooking activities
Parents will be informed to avoid sending foods with known allergen to the service, egg nuts.

Communication Plan

The Coordinator will be responsible for ensuring that this communication plan provides information to all staff and families about anaphylaxis and the OSHC anaphylaxis management policy through staff meetings and induction.

Steps to be taken to respond to a suspected anaphylactic reaction by a child as follows:

- **Inside:** Educator to access the adrenaline auto-injector for the child, check the expiry date and administer the injection. If not already called, ambulance to be called by another educator who will attend with the coordinator.

- **Outside:** Educator to access the adrenaline auto-injector (always to be taken wherever the child goes while attending OSHC), check the expiry date and administer the injection. If not already called, ambulance to be called by another educator who will attend with the coordinator.

- **Excursions:** Educator to access the adrenaline auto-injector (always to be taken wherever the child goes while on excursion), check the expiry date and administer the injection. If not already called, ambulance to be called by attending educator or another educator who will attend with the coordinator.

Casual educators will be informed of students at risk of anaphylaxis and their role in responding to an anaphylactic reaction of a child in their care by the service coordinator/OSHC Manager at the commencement of their first shift.

It is the responsibility of the OSHC Manager to ensure that educators are:

- trained; and
- briefed at least twice per calendar year

Note: A video has been developed and can be viewed from [http://www.education.vic.gov.au/school/teachers/health/Pages/anaphylaxisschl.aspx](http://www.education.vic.gov.au/school/teachers/health/Pages/anaphylaxisschl.aspx)

**Adrenaline Auto-injectors for General Use**

Carranballac College OSHC purchases Adrenaline Auto-injector(s) for General Use as best practice.

At Carranballac College OSHC we have Epi-Pens in:

1. Individual insulated bags that accompany the child where ever they are during a session
2. The OSHC Office

Note: Adrenaline Auto-injectors for General Use are available for purchase at any chemist. No prescriptions are necessary.

9.6 Asthma Policy

**Rationale:**
Asthma affects up to one in four primary aged children, one in seven teenagers and one in ten adults. It is therefore important for all staff members to be aware of asthma, its symptoms and triggers, and the management of asthma in the Outside School Care environment.

Aims:
To manage asthma and asthma sufferers as effectively and efficiently as possible in the Outside School Hours Care setting.

Procedure:
Inside environment

- Pets kept out of the OSHC areas
- No smoking policy in place
- Spaces kept as dust free as possible
- Recommended heating systems are electric or flued gas
- Cleaners to use low allergen/irritant cleaning agents
- Spaces kept free of mould
- Spaces well ventilated
- A record is kept of students with known food allergies

Outdoor environment

- Children have the option of remaining indoors on extreme weather days
- Children with pollen allergy have the option of staying indoors on high pollen days

Physical Education

All children with asthma should be encouraged to exercise regularly for its effect on both cardiovascular fitness and general well-being.

However, 80% of people with asthma have exercise-induced asthma (EIA).

Prevention of exercise-induced asthma (EIA) -

First
- Make sure the child’s day-to-day asthma is under control
- Encourage the child to maintain a current asthma management plan in consultation with their doctor

Then
- Ensure the child uses their reliever puffer 5-10 minutes before warming up
- Ensure the child always warms up

Children should always cool down following sport or exercise

If the child experiences asthma symptoms during sport or exercise -

First
- Have the child stop exercising
- Administer 4 puffs of reliever medication via a spacer

  They should restart exercise only if they are free of symptoms

  The if symptoms do not go away immediately
- Use reliever puffer as per asthma management plan
- Do not return to any exercise for the rest of the day
- Have their asthma reviewed by their doctor

If the child continues to have symptoms, follow the Asthma First Aid Plan.

**Education**

Carranballac College OSHC will provide asthma education for all educators and ensure that they are aware of the steps involved in managing an asthma attack.

Recommended actions:

- Educators will attend professional development annually to be updated on asthma and its management
- Educators will be aware of exercise induced asthma and how to manage it
- New educators will be briefed on asthma and its management
- The poster Asthma First Aid will be displayed in the OSHC Office

**Information**

The service will ensure that asthma information is up to date on each child with asthma

Recommended actions:

- At the beginning of each school year parents/carers will be requested to fill out an asthma action plan in consultation with their doctor.
- The form will be kept in the child files, and displayed in the OSHC office
- The form is to go on excursions.
- Parents/carers will be requested to notify OSHC management in writing if there are any changes to their asthma management forms

**Management**

Carranballac College OSHC will follow the Victorian Schools Asthma Policy for the Emergency Treatment of an Asthma Attack

Recommended actions:
In the case of a first asthma attack whilst attending OSHC, an ambulance is to be called. Four puffs of a reliever puffer via a spacer should be administered every 4 minutes as per the Victorian Schools Asthma Policy

**Medication**

Carranballac College OSHC will ensure that appropriate medications are readily available at all times to those children/educators with asthma

**Recommended actions:**
- Children/educators with asthma will be encouraged to always carry, or have available on the premises, their reliever puffer.
- Children shall be encouraged to take their reliever puffer immediately should symptoms develop.
- Parents/carers will be notified of their responsibility to ensure that their child has an adequate supply of appropriate medication.

### 10. Incidents, Injury, Trauma and Illness

**Policy Statement**

Carranballac College OSHC is committed to:-

- Providing a safe and healthy environment for all children, educators, volunteers, students on placement and any other persons participating in or visiting the service.
- Responding to the needs of an injured, ill or traumatised person at the service.
- Preventing injuries and trauma.
- Preventing the spread of illness through simple hygiene practices, monitoring immunisation records and complying with recommended exclusion guidelines.
- Maintaining a duty of care to children and users of the service.

**Procedures**

The approved provider is responsible for:

- ensuring the premises are kept clean and in good repair.
- ensuring that staff have access to medication, incident, injury, trauma and illness forms.
- ensuring that the service has the occupational health and safety policy and procedures that outline the process for effectively identifying, managing and reviewing risks and hazards that are likely to cause injury, and reporting notifiable incidents to appropriate authorities.
- ensuring that completed medication records are kept until the end of 3 years after the child’s last attendance.
• ensuring that a parent/guardian of the child is notified as soon as is practicable, but not later than 24 hours after the occurrence, if the child is involved in any incident, injury, trauma or illness while at the service
• ensuring that incident, injury, trauma and illness records are kept and stored securely until the child is 25 years old
• ensuring that there is a minimum of one educator with a current approved first aid qualification on the premises at all times
• ensuring that there are an appropriate number of up-to-date, fully equipped first aid kits that are accessible at all times
• ensuring that the orientation and induction of new and relief staff include an overview of their responsibilities in the event of an incident or medical emergency
• ensuring that children’s enrolment forms provide authorisation for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
• ensuring that an incident report is completed and submitted via NQAITS portal

The Nominated Supervisor, Certified Supervisors and staff are responsible for:-

• ensuring that volunteers and parents on duty are aware of children’s medical management plans and their responsibilities in the event of an incident, injury or medical emergency
• responding immediately to any incident, injury or medical emergency
• implementing individual children’s medical management plans, where relevant
• notifying parents/guardians immediately after an incident, injury trauma or medical emergency, or as soon as is practicable
• requesting the parents/guardians make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, or informing parents/guardians if an ambulance has been called
• notifying other person/s as authorised on the child’s enrolment form when the parent/guardians are not contactable
• recording details of any incident, injury or illness in the Incident, Injury, Trauma and Illness Record as soon as is practicable but not later than 24 hours after the occurrence
• ensuring that regulatory and legislative responsibilities are met in relation to any incident, injury or medical emergency
• maintaining all enrolment and other medical records in a confidential manner
• regularly checking equipment in both indoor and outdoor areas for hazards, and taking the appropriate action to ensure the safety of the children when a hazard is identified
• assisting the Approved Provider with regular hazard inspections
• notifying via NQAITS portal within 24 hours of an incident involving the death of a child, or any incident, illness or trauma that requires treatment by a registered medical practitioner or admission to hospital
• ensure that emergency contact numbers are located in close proximity to the phone

When there is a medical emergency staff will:-

• call the parent or guardian
• call an ambulance, where necessary
• administer first aid, and provide care and comfort to the child prior to the parent/guardians or ambulance arriving
• assess for hazards and apply hazard control, as required
• implement the child’s current medical management plan, where appropriate
• notify parents/guardians a soon as is practicable of any serious medical emergency, incident or injury concerning the child, and request the parent/guardians make arrangements for the child to be collected from the service and/or inform the parents/guardians that an ambulance has been called
• notify other person/s as authorised on the child’s enrolment form, if the parents/guardians are not contactable
• ensure ongoing supervision of all children in attendance at the service
• accompany the child in the ambulance when the parents/guardians are not present, provided that staff-to-child ratios can be maintained at the service
• notify the Approved Provider of the medical emergency, incident or injury a soon as is practicable
• complete and submit incident report via NQAITS portal
• complete Emergency Accident Injury Reports

When a child develops symptoms of illness while at the service, staff will:

• ensure that the Nominated Supervisor, or person in day-to-day care of the service, contacts the parent’s/guardians or authorised emergency contact for the child to outline the signs and symptoms observed
• request that the child is collected form the service if the child is not well enough to participate in the program
• ensure that they separate the child from the group and have a staff member remain with the child until the child recovers, a parent/guardian arrives or another responsible person takes charge
• call an ambulance if a child appears very unwell or has a serious injury that needs urgent medical attention
• ensure that the child is returned to the care of the parent/guardian or authorised emergency contact person as soon as is practicable
• ensure that, where medication, medical or dental treatment is obtained, the parents/guardians are notified as soon as is practicable and within 24 hours, and are provided with the details of the illness and subsequent treatment administered to the child
• ensure that the Approved Provider is notified
• ensure that the Incident, Injury, Trauma and Illness Record is completed as soon as is practicable and within 24 hours of the occurrence

Parents/Guardians are responsible for:

• providing authorisation in their child’s enrolment record for the service to seek emergency medical treatment by a medical practitioner, hospital or ambulance service
• payment of all costs incurred when an ambulance service is called to attend their child at the service
• notifying the service, upon enrolment or diagnosis, of any medical conditions and/or needs, and any management procedure to be followed with respect to that condition or need
• ensuring that they provide the service with a current medical management plan, if applicable
• collecting their child as soon as possible when notified of an incident, injury or medical emergency involving their child

Reviewed June 2015
10.2 Dealing with Infectious Diseases

Policy Statement
Carranballac College OSHC is committed to:-

- Providing a safe and healthy environment for all children, staff and any other persons attending the service
- Responding to the needs of the child or adult who presents with symptoms of an infectious disease or infestation while attending the service
- Complying with current exclusion schedules and guidelines set by the Department of Health
- Providing up-to-date information and resources to families and staff regarding protection of all children from infectious diseases and blood-borne viruses, management of infestations and immunisation programs

Preventing Infectious Diseases
Carranballac College OSHC takes practical steps to prevent the spread of infectious diseases at the service, and ensures that the parent/guardian, authorised nominee or emergency contact of each child enrolled at the service is notified of the occurrence of an infectious disease as soon as possible. Carranballac College OSHC has policies and procedures in place for dealing with infectious diseases and has a duty of care to ensure that everyone attending the service is provided with a high level of protection during all hours that the service is in operation.

Protection includes:

- Notifying children, families and staff when an excludable illness/disease is detected at the service
- Complying with the relevant health department exclusion guidelines
- Increasing staff awareness of cross infection through physical contact with others

Procedures
The Approved provider is responsible for:

- Ensuring that where there is an occurrence of an infectious disease at the service, reasonable steps are taken to prevent the spread of that infectious disease
- Ensuring that where there is an occurrence of an infectious disease at the service, a parent/guardian or authorised emergency contact of each child at the service is notified of the occurrence as soon as is practicable
- Ensuring that information from the department of Health about the recommended minimum exclusion periods is displayed at the service, is available to all stakeholders and is adhered to in the event of an outbreak of an infectious disease
- Ensuring that the parent/guardian and OSHC Manager are informed within 24 hours of becoming aware that the enrolled child is suffering from:
  a) Pertussis, or
  b) Poliomyelitis, or
  c) Measles, or
  d) Mumps, or
  e) Rubella, or
  f) Meningococcal C

as required under Regulation 84(1) of the Public Health and Wellbeing Regulations 2009
- Ensuring that a child who is not immunised against a vaccine-preventable disease does not attend the service when an infectious disease is diagnosed, and does not return until there are no more occurrences of that disease at the service and the recommended minimum exclusion period has ceased.
- Notifying via NQAITS within 24 hours of a serious incident, including when a child becomes ill at the service or medical attention is sought while the child is attending the service.
- Supporting the Nominated Supervisor and the staff at the service to implement the requirements of the recommended minimum exclusion periods.
- Ensuring information about the National Immunisation Program Schedule is displayed and is available to all stakeholders.
- Ensuring that the Nominated Supervisor, staff and everyone at the service adheres to the procedures for infection control relating to blood-borne viruses.
- Ensuring that appropriate and current information and resource are provided to staff and parents/guardians regarding the identification and management of infectious diseases, blood-borne viruses and infestations.
- Keeping informed about current legislation, information, research and best practice.
- Ensuring that any changes to the exclusion table or immunisation schedule are communicated to staff and parents/guardians in a timely manner.

**The Nominated Supervisor is responsible for:**

- Notifying the Approved Provider immediately on becoming aware that an enrolled child is suffering from:
  a) Pertussis, or
  b) Poliomyelitis, or
  c) Measles, or
  d) Mumps, or
  e) Rubella, or
  f) Meningococcal C
- Contacting the parents/guardians of a child suspected of suffering from an infectious or vaccine-preventable disease, or of a child not immunised against a vaccine-preventable disease that has been detected at the service, and requesting the child be collected as soon as possible.
- Notifying a parent/guardian or authorised emergency contact person when a symptom of an excludable infectious illness or disease has been observed.
- Ensuring that a minimum of one staff with current approved first aid qualifications is in attendance and immediately available at all times the service is in operation.
- Establishing good hygiene and infection control procedures, and ensuring that they are adhered to by everyone at the service.
- Ensuring the exclusion requirements for infectious diseases are adhered to as per the minimum exclusion periods, notifying the Approved Provider and parents/guardians of any outbreak of infectious disease at the service, and displaying this information in a prominent position.
- Advising parents/guardians on enrolment that the recommended minimum exclusion periods will be observed in regard to the outbreak of any infectious diseases or infestations.
- Advising the parents/guardians of a child who is not fully immunised on enrolment that they will be required to keep their child at home when an infectious disease is diagnosed at the service, and until there are no more occurrences of that disease and the exclusion period has ceased.
Requesting that parents/guardians notify the service if their child has, or is suspected of having, an infectious disease or infestation.

Providing information and resources to parents/guardians to assist in the identification and management of infectious diseases and infestations.

Notifying parents/guardians when an infestation of head lice has been detected at the service.

Maintaining confidentiality at all times.

Certified Supervisors and staff are responsible for:

- Encouraging parents/guardians to notify the service if their child has an infectious disease or infestation.
- Observing signs and symptoms of children who may appear unwell, and informing the Nominated Supervisor.
- Providing access to information and resources for parents/guardians to assist in the identification and management of infectious diseases and infestations.
- Monitoring any symptoms in children that may indicate the presence of an infectious disease and taking appropriate measures to minimise cross-infection.
- Maintaining confidentiality at all times.

Parents/guardians are responsible for:

- Keeping their children at home if they are unwell or have an excludable infectious disease.
- Keeping their children at home when an infectious disease has been diagnosed at the service and their child is not fully immunised against that infectious disease, until there are no more occurrences of that disease and the exclusion period has ceased.
- Informing the service if their child has an infectious disease or has been in contact with a person who has an infectious disease.

Reviewed June 2015

Acceptance and Refusal of Authorisations Policy

Purpose
This policy outlines procedures to be followed when:

- Obtaining written authorisation from a parent/guardian or person authorised and named in the enrolment record.
- Refusing written authorisation from a parent/guardian or person authorised and named in the enrolment record.

**Policy Statement**

1. **Values**

Carranballac College OSHC is committed to:

- Ensuring the safety and wellbeing of all children attending the service
- Meeting its duty of care obligations under the law.

2. **Scope**

This policy applies to the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, students on placement, volunteers, parent/guardians, children and others attending the programs and activities of Carranballac College OSHC.

3. **Procedures**

**Procedure for refusing a written authorisation:**

On receipt of a written authorisation from a parent/guardian that does not meet with the requirements outlined in the related service policy, the Approved Provider will:

- Immediately explain to the parent/guardian that their written authorisation contravenes service policy, and that it cannot be accepted
- Ensure that the parent/guardian is provided with a copy of the relevant service policy and that they understand the reasons for the refusal of the authorisation
- Request that an appropriate alternative written authorisation is provided by the guardian that complies with the requirements of the relevant service policy
- Ensure that procedures outlined in the relevant service policy are followed where a parent/guardian cannot be immediately contacted to provide an alternative written authorisation
- Follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained

**The Approved Provider is responsible for:**

- Ensuring that parents/guardians are provided with a copy of all the service policies
- Ensuring that the Nominated Supervisor and all staff follow the policies and procedures of the service
- Ensuring that all parents/guardians have completed the authorised nominee section of their child’s enrolment form, and that the form is signed and dated before the child is enrolled in the service
- Ensuring that permission forms for excursions are provided to the parent/guardian or authorised nominee prior to the excursion
- Ensuring that an attendance record is maintained to account for all the children attending the service
- Keeping a written record of all visitors to the service, including time of arrival and departure
- Ensuring that where children require medication to be administered by educators/staff, this is authorised in writing, signed and dated by a parent/guardian or authorised nominee, and included with the child’s medication record
• Ensuring educators/staff do not administer medication without the authorisation of a parent/guardian or authorised nominee, except in the case of an emergency, including an asthma or anaphylaxis emergency
• Ensuring educators/staff allow a child to participate in an excursion only with written authorisation of a parent/guardian or authorised nominee
• Ensuring educators/staff allow a child to depart from the service only with a person who is the parent/guardian or authorised nominee, or with the written authorisation of one of these, except in the case of a medical or other emergency
• Ensuring that there are procedures in place if an inappropriate person attempts to collect a child from the service
• Developing and enacting procedures for dealing with a written authorisation that does not meet the requirements outlined in the services policies

**The Nominated Supervisor is responsible for:**

• Following the policy and procedures of the service
• Ensuring that medication is not administered to a child without the authorisation of a parent/guardian or authorised nominee, except in the case of an emergency, including an asthma or anaphylaxis emergency
• Ensuring a child only departs from the service with a person who is the parent/guardian or authorised nominee, or with the written authorisation of one of these, except in the case of a medical or other emergency
• Ensuring a child is not taken outside the services premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee
• Informing the Approved Provider when a written authorisation does not meet the requirements outlined in the services policies

**Certified Supervisors and other educators are responsible for:**

• Following the policies and procedures of the service
• Checking that parents/guardians sign and date permission forms for excursions
• Checking that parents/guardians or authorised nominees sign the attendance record as their child arrives at and departs from the service
• Administering medication only with the written authorisation of a parent/guardian or authorised nominee, except in the case of an emergency, including an asthma or anaphylaxis emergency
• Allowing a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised nominee
• Allowing a child to depart from the service only with a person who is the parent/guardian or authorised nominee, or with the written authorisation of one of these, except in the case of a medical or other emergency
• Following procedures is an inappropriate person attempts to collect a child from the service
• Informing the Approved Provider when a written authorisation does not meet the requirements outlined in the services policies

**Parents/guardians are responsible for:**

• Reading and complying with the policies and procedures of the service
• Completing and signing the authorised nominee section of their child’s enrolment form before their child commences at the service
• Signing and dating permission forms for excursions
• Signing the attendance record as their child arrives at and departs from the service
Providing written authorisation where children require medication to be administered by educators/staff, and signing and dating it for inclusion in the child’s medication record.

Volunteers and students on placement, while at the service, are responsible for following this policy and its procedures.

Authorisation

This policy was adopted by the Approved Provider of Carranballac College OSHC July 2015

Review Date

July 2016