

## C-1 STAFFING

### POLICY STATEMENT:

We are committed to meeting our regulatory requirements in relation to staffing, including ensuring that professional standards guide our practices, our responsible person ensures that the service is effectively supervised and managed, and volunteers and students are provided with the necessary training and support. Effective management of staffing can help promote an environment in which children are provided with optimal quality education and care, and educators, staff, nominated supervisors, co-ordinators, volunteers and students receive professional and wellbeing support.

### PROCEDURES:

#### a) Staff selection

##### i. Prior to commencement:

- All people employed by the service to work directly with children including management, full time/part time educators, relief educators, volunteers and students will be subject to a Working with Children Check carried out by the Office of the Children's Guardian. This check will be run by the Nominated Supervisor every 12 months at a minimum and a record of each person's clearance will be kept on file.

##### ii. Qualifications:

#### **Nominated Supervisor/Coordinator**

- Desirable, minimum 3 years' experience in a relevant field and demonstrated ability to work with children, families and educators.
- Holds a current first aid certificate or willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Awareness of child protection responsibilities.
- Has adequate knowledge and understanding of the provision of education and care to children and an ability to effectively supervise and manage an education and care service.
- Has an interest and desire to work with children.
- Has an ability to communicate effectively with adults, children and management.
- An ability to supervise and support educators.
- The Nominated Supervisor/Co-ordinator will be a minimum of 21 years of age.

#### **Assistant Coordinator**

- Relevant training as above and/or relevant experience to successfully fulfill the position.

- Holds a current first aid certificate or are willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Required to undertake training and orientation to be Responsible Person and therefore may be placed in charge of the service in the absence Nominated Supervisor.
- Awareness of child protection responsibilities.
- Has an interest and desire to work with children.
- Has an ability to communicate effectively with adults and children.
- The assistant shall be a minimum of 18 years.

## Educational Leader

- Relevant training as above and/or relevant experience to successfully fulfill the position.
- Holds a current first aid certificate or are willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Has an interest and desire to work with children.
- Has an ability to communicate effectively with adults and children.
- The assistant shall be a minimum of 18 years.
- Desirable, previous experience in a relevant field and demonstrated ability to work with children, families and educators
- Required to undertake training and orientation to be Responsible Person and therefore may be placed in charge of the service in the absence Nominated Supervisor and Assistant Co-ordinator.
- Demonstrated ability to lead and guide the educational program and planning in accordance with the My Time, Our Place Framework for School Age Care (MTOP).

## Educators

- Relevant training as above and/or relevant experience to successfully fulfill the position.
- Holds a current first aid or willingness to obtain.
- Has an interest and desire to work with children.
- Has an ability to communicate effectively with adults and children.
- Shall be a minimum of 18 years or if under 18, will not work alone and will be adequately supervised.

## b) Orientation

- Each new staff member, including students and volunteers, will be given prior to commencing at the service, a **new staff package** which will comprise:
  - Service Code of Conduct

- Position/Job Description
  - Conventional rights of the child
  - Employee Information Form
  - Fair work information statement
  - SNCC Code of Ethics
  - SNCC Social and Traditional media policy
  - Super Choice Form
  - Tax File Number Declaration
- Each educator and member of staff will undertake an orientation process as soon as practicable after acceptance of the position.
  - The **orientation process** will include discussion of the following documents:
    - Safe Transport Acknowledgment for before school care
    - Safe Transport Acknowledgement for after school care
    - Staff food training induction form
    - Staff general training induction
    - Work, health and safety summary
    - Writing stories and observations
  - The orientation process will also include:
    - Introductions to other staff
    - Guided tour of the service
    - Provision of information relevant to position such as location of records, awareness of key policies such as grievance policy, safe food handling and emergency and evacuation procedures
    - Awareness of responsibilities in relation to child protection and reportable conduct
    - Awareness of work, health and safety procedures
    - The location of where to access Early Education and Care Regulations and Law, My Time, Our Place.
    - Location of resources and equipment relevant to their position
    - Discussion about working arrangements and expectations, including professional code of conduct, service code of conduct and duty of care
    - Information about the review and appraisal system
    - Opportunity to ask any questions regarding the service or expectations.
    - Appropriate lines of communication with educators and management
  - The new educator will be provided information about how to access:
    - Centre operation and hours
    - Job description
    - The service philosophy and policies
    - Family information booklet

- Emergency procedure duties
  - List of current educators, management and their positions
  - Terms and conditions of employment
  - Union membership information
- The educator will be required to sign various forms including:
    - Service code of conduct
    - Superannuation information and forms
    - Tax Declaration form

## c) Staff Professionalism

- The Staff Code of Conduct, duty of care and expectations will be discussed in the initial orientation process of all new educators (see Staff Code of Conduct)
- Educators will be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.
- Professional behaviour in all areas will be reviewed as part of the ongoing employment of all educators.
- The Nominated Supervisor will immediately address any breach in the professional expectations outlined. If the breach is ongoing or particularly serious, the matter will be referred to the SNCC Manager. If the concern involves the Nominated Supervisor, the matter will be referred to the SNCC manager.
- The standard of behaviour and expectations will be clearly explained and minutes will be kept of all discussions.
- Any further problems will be addressed as per the discipline procedure.
- Allegations of abuse, neglect or harm concerning a child made against an educator or the Nominated Supervisor will be handled as per D-13 Child Protection policy.
- Educators will be made aware of the services philosophy and policies and will be expected to follow these.
- Educators will be expected to know, understand and perform their duties as per their job description.
- Educators will be expected to maintain and improve their skills through participation in training and development opportunities. Management will ensure that finances are made available in the budget training.
- Educators will be expected to start duties on time.
- Educators will be expected to dress appropriately for their duties and keep to the dress code when working with the children.
- Educators must not attend work under the influence of drugs or alcohol.
- Educators should not attend work when they are unfit to do so due to injury or sickness and must inform the service as soon as possible.
- Educators will use only suitable language that is not offensive to other educators, families and children.

- Educators will be expected to maintain confidentiality at all times.
- The service is a smoke free zone. Educators may not smoke in or around the building, or in the sight of the children.
- Educators will be expected to know and follow the service policies.
- The quality of the service and positive working environment are dependent on good educator and family relationships. Educators will follow proper communication procedures as outlined in the appropriate policies and procedures.
- The maintenance of good teamwork will be an expectation outlined in all job descriptions.
- Any conflicts that arise must be addressed as outlined in the grievance procedure.

#### **d) Review and Appraisal**

- All staff will be informed of the appraisal system in the orientation process.
- If the staff member was inducted with the inclusion of a probationary period, an initial review will be conducted at the conclusion of the probationary period.
- Appraisals will then be conducted on an annual basis.
- Staff and management will agree with the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by management and staff.
- All staff will be given at least two weeks notification of an upcoming appraisal and a convenient time will be arranged for both parties.
- The appraisal system will clearly state the expectations for each position and identify clear performance measures.
- The appraisal system will ensure two way communication is maintained and is used as a positive avenue for improving staff performance.
- The appraisal system can be used as a tool to identify future training needs of staff members.
- At the completion of the appraisal, an action plan will be developed identifying areas of training and action to be taken and goals set for each staff member. This will be agreed to and signed by both parties.
- Where it is identified that the staff member is not meeting the required performance measures then the following will be undertaken:
  - Action plan developed to identify areas for improvement, including a time frame for further review
  - Training areas identified and put into place as soon as possible
  - Support and guidance given to the staff member to help them through the process and assist them in achieving the required standards (the support can be given via the employee's immediate supervisor or another person in the organization)
  - A record made of the above, dated and signed by both parties
- Should no improvement be made by the next review then further action will be taken.
- If the staff member is dissatisfied with the process and/or decision, they should put their concern in writing and request a review or that they wish to pursue the issue further through other avenues. These could include the relevant union or mediation.

## e) Relief Educators

- The service will employ relief educators on a casual basis to fill short-term vacancies or absences.
- The Nominated Supervisor will maintain an up to date register of relief educators.
- Unsuccessful applicants for positions vacant who seem suitable will be asked if they would like to be placed on the relief educator list.
- Unless in an emergency, all relief educators will need to have been through an interview with the Nominated Supervisor, have referees and references checked, and be deemed a fit and proper person to care for the children.
- Relief educators will undertake an orientation process as described in this policy under b) orientation.
- If no one from the service's relief list is available to fill the position, the Nominated Supervisor may contact another Out of School Hours service to employ someone recommended from their relief list or from a relevant relief employment agency.
- All the usual expectations of educators will apply to relief educators.
- Where relief educators are employed for the first time at short notice, the Nominated Supervisor or Responsible Person will, where possible, provide a modified induction to the service including a tour of the service, an introduction to other educators, a copy of the Staff General Training Induction and the Work, Health and Safety Summary, job description, code of conduct and access to relevant policies. The Nominated Supervisor or Responsible Person will ensure relief educators are fully aware of their duties and the services' expectations prior to commencement.
- Anyone who will be taking collecting children from school will be given clear instructions as to the meeting place, list of children to be collected, special service identification such (so the children know they may go with that person) and a copy of the procedure for missing or absent children.
- All relief educators will be paid the appropriate wage and minimum hours as outlined for casual educators under the relevant award.

## f) The designation of staff roles including Responsible Person

- There will be a Responsible Person appointed at all times when children are present who will have daily responsibility for the operation of the service.
- When the Nominated Supervisor/Co-ordinator is present, he/she will be the Responsible Person.
- In the absence of the Nominated Supervisor/Co-ordinator, another educator who has accepted the designation of Responsible Person will be in charge.
- The service will display the details of the Nominated Supervisor and current Responsible Person at all times the service is operating.
- Each Responsible Person will, at a minimum, meet the following criteria:

- Have sufficient knowledge and experience of the service of policies, procedures daily routines
- Have sufficient knowledge and experience at another Education and Care Service
- Have completed Child Protection Training (CHCPRT025)
- Have been trained in first aid (current)
- Have been trained in Asthma and Anaphylaxis management (current)
- Each Responsible Person will preferably:
  - Be 21 years of age or older
  - Have worked a minimum of 3 years in an Education and Care Service
- Responsible Persons must accept the designation in writing to be kept on file.
- The Nominated Supervisor will provide training to educators who accept the designation of Responsible Person, which will include how to access family records including enrolment records, medical records, contact details, authorized nominees and emergency collectors.
- The order of designation of Responsible Persons will be predetermined by the Nominated Supervisor and will take into account such factors as:
  - Prior experience and length of time working at the service
  - Prior experience in another Early Education and Care setting or equivalent
  - Seniority of position within the service
  - Assessment of a person's aptitude for the role including ability to handle stressful situations
- The service will appoint an Educational Leader and display the name of this person prominently near the entrance of the service.
- At all times the service is operating, there will be at least one educator who holds a current approved first aid, anaphylaxis and asthma management qualification.
- Educators will record their name and the hours they have worked directly with children each time they are working in the service on their time sheet.
- This record will also include the times each person acted as the Responsible Person.

## **g) Staff records**

- Records will be maintained for each staff member and will include:
  - Employee Information Forms (personal details; name, address, emergency contact details etc)
  - Working with children check clearance
  - Copies of relevant tertiary qualifications
  - First aid certificates, Asthma and Anaphylaxis management certificates
  - Signed Code of Conduct
  - Child protection training certificate(s)
  - Food handling certificate(s)
  - Details of any medical conditions and management plans (optional)
  - Training register (courses undertaken while at the service)



- Staff records will be kept by the service for a minimum of 3 years after the last day of employment.

## **h) Volunteers, students and visitors**

### **Volunteers:**

- All volunteers must be firstly be interviewed by the Nominated Supervisor and provide two suitable referees before they will be able to work in the service.
- All volunteers will be required to comply with the Working With Children Check guidelines:
- A job description will be drawn up for volunteers, clearly outlining their duties and expectations of the service.
- The Nominated Supervisor will provide a modified induction to the service, which will include a tour of the service, introductions to educators, job description for volunteers and code of conduct. The Nominated Supervisor will ensure that they are fully aware of their duties and the services' expectations.
- All volunteers will be required to sign in and out of the service via the Visitor's Log each occasion they attend.
- Volunteers will be shown how to access service policies, Early Education and Care Regulations and Early Education and Care Regulations Law.
- Volunteers are not to discuss children's development or other issues with parents.
- Volunteers must adhere to all areas of confidentiality.
- Volunteers should never be left alone with or in charge of any children.
- Volunteers will not be required to do tasks that the employed educators normally do unless they wish to.
- Volunteers will be supernumerary when calculating basic educator: child ratios.
- Volunteers will be invited to take part in social activities of the service.

### **Students:**

- Opportunities will be available for secondary and tertiary students who wish to gain work experience or complete a practicum placement.
- If initiated by an educational facility, the facility must identify the students suitability and work with the Nominated Supervisor in relation to times and expectations, providing written authorisation for the student and a copy of their insurance to be kept on file.
- Students initiating work experience placement themselves must approach the Nominated Supervisor to assess suitability and to discuss the times and expectations.
- All placements will be negotiated through the Nominated Supervisor and placement will only be accepted at the discretion of the Coordinator based on issues such as the ability and availability of staff to supervise assist the students.



- If the Nominated Supervisor considers the placement as worthy, they will seek approval for the placement from the SNCC Manager, Chairperson or other delegated management member.
- Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the service (see New Staff Package under b) Orientation)
- Students should be made aware of relevant policies such as behaviour management.
- Students are not to discuss a child's development or other issues with the parents.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone with or in charge of any children.
- Students will not be used to do tasks that the employed staff normally do. Participation in any normal staffing duties will be at the initiation of the student only.

### **Visitors:**

- Visitors may be invited to the service to stimulate the children's program.
- Visitors could include local people or parents with a skill or ability to share with the children and educators or local community resources such as police, fire brigade.
- All other visitors must make an appointment to see the Nominated Supervisor at a convenient time.
- Professional access to the service will be at the discretion of the Nominated Supervisor or management or when required by law to do so.
- Professionals include, union representatives, state and federal government departmental officers, work, health and safety inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the service. If they refuse, the Nominated Supervisor, Responsible Person or educator directed by the Nominated Supervisor will call the police for removal.
- No educator is to try to physically remove the unwelcome person but should try to remain calm and keep the person calm as far as possible.

### **i) Communication**

#### **Educators/Management:**

- Educators and management are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Nominated Supervisor is the main line of communication between the educators and management.
- Educators can raise any issues with management through the Nominated Supervisor. The Nominated Supervisor will ensure that this is drawn to management's attention in a timely manner.

- Where necessary, educators will be invited to discuss their concerns directly with the SNCC Manager.
- If educators have an issue they do not wish to address with the Nominated Supervisor they may personally approach management identifying the problem and asking for the help of management. The Nominated Supervisor must be notified of the matter.
- Where there is a distinct conflict between an educator and management, the educator or management member can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

## **Educators/Families:**

- Educators will create a comfortable and supportive environment for families and strive for open communication and good relations.
- Educators and families will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- Educators will not be judgemental towards families and will respect their need to use childcare.
- Educators will accept family's individual differences in raising their children and in all cultural issues.
- Educators will ensure families are greeted and farewelled as far as possible.
- Educators will maintain regular, open communication with families. Educators should inform families personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities, any problems the child might have had in the day, issues of behaviour that may have been a concern and so on.
- Educators will regularly talk to families about the child's interests or activities and respond to suggestions from the families.
- Educators will regularly talk to families about the child's cultural needs and celebrations and respond to these.
- When family members contact the service to see how a child is settling in, educators will provide them with information regarding the child's participation and wellbeing.
- Conversations will be maintained at a positive level.
- Communication with families will be maintained in a variety of ways such as:
  - Greeting and farewelling
  - Personal conversations
  - Noticeboards
  - Family information handbook
  - Newsletters
  - Information from management
  - Emails
  - Storypark and Kidsoft communications

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

### **Educators/Children:**

- Educators and children are to treat each other with respect, courtesy and understanding.
- Educators will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the service.
- Appropriate language is to be encouraged and maintained.
- Educators will use appropriate voice tone and level when talking to children. Shouting will be avoided.
- Educators will be supportive and encouraging and will communicate with children in a friendly, positive and courteous manner.
- Educators will greet and farewell children each session.
- Educators will initiate conversations with all children and develop an understanding of each child and their interests.
- Educators will give praise and positive feedback to the children as often as possible.
- Educators will form friendly and warm relationships with the children in their care.
- When communicating with children, educators will ensure that they are understood and will endeavour to communicate at the child's level.
- Children will never be singled out or made to feel inadequate at any time.
- Educators will not threaten or verbally abuse children in any way.

### **Educator/Educator:**

- Educators are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between educators at all times.
- Educators are expected to work together as a team and be supportive of each other in the workplace.
- Team meetings are appropriate times to raise matters of interest or concern to other educators. All educators will have the opportunity to place contributions on the meeting agenda.
- Educators are expected to read minutes of meetings and to take notice of changes to service policy and procedures.
- Educators are to read team communication forums including the daybook and the team social media group prior to each session.
- Educators will familiarise themselves with the content of all notices displayed around the service.

- An educator with concerns about the work practices or standards of another educator will firstly approach that person to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Educators should not unnecessarily involve families or other educators in their matters of grievance or complaint.

## CONSIDERATIONS:

### National Quality Standards

1.3.3	Information for families	Families are informed about the program and their child's progress
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
7.1	Governance	Governance supports the operation of a quality service
7.1.1	Service philosophy and purpose	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place
7.2.3	Development of professionals	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development.

## Education and Care Service National Regulations 2011

S56	Notice of addition of nominated supervisor
S56A	Notice of change of a nominated supervisor's name or contact details
S161	Offence to operate education and care service without nominated supervisor
S162	Offence to operate education and care service unless responsible person is present
S162A	Persons in day-to-day charge and nominated supervisors to have child protection training
S166	Offence to use inappropriate discipline
117A	Placing a person in day-to-day charge
117B	Minimum requirements for a person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
146	Nominated supervisor
147	Staff members
148	Educational leader
149	Volunteers and students
150	Responsible person
155	Interactions with children
168	Education and care service must have policies and procedures

## Related Policies / Forms

D-13 Child Protection  
 D-16 Excursions  
 D-3 Safe Transportation of children  
 A-5 Safe Arrival and Departure of children  
 D-14 Interactions with children  
 D-18 Digital device, media, social media and technology  
 D-20 Removal and Assumption of a child from the service by community services  
 Family Information Booklet  
 Child Safe Standards

## ENDORSEMENT AND REVIEWS

Date	Action
06.12.2012	Approved by SNCC Board
10.10.2020	Last Review Date
29.03.2024	Policy updated
March 2027	Next Review Date