

Policy Group 8: Educators, Staff Members and Volunteers

8.1 Roles and Expectations of Educators Members Policy

The Oakleigh State School P&C Association encourages the building of skilled, qualified, motivated staff members who are provided with adequate resources, training and support enabling them to engage in their roles effectively at the OSHC service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011

Family and Child Commission Act 2014

- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Duty of Care
- NQS Area: 1.1, 1.2; 2; 3; 4.1, 4.2; 5; 6.2, 6.3; 7.1; 7.2, 7.3.
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction.



Procedures

The Education and Care National Services Law Act 2010 states that an Approved Provider must not operate a service without a Nominated Supervisor for that service. The Oakleigh State School P&C Association, as holder of the service supervisor certificate, appoints a Coordinator whom they deem to be suitably qualified and/or experienced, and with their consent, to be the Nominated Supervisor of a service.

The Oakleigh SS OSHC Coordinator/Supervisor/Responsible person in charge has a range of responsibilities including (but not limited to):

- Ensuring educational programs are delivered in accordance with approved frameworks, based on the developmental needs of children and designed to take into account the individual differences of each child;
- Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;
- Ensuring food and beverages provided by the service are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
- Ensuring appropriate health and hygiene practices are developed, implemented and practiced by and children;
- Ensuring the prescribed levels of educator to child ratios are met and each educator at the Oakleigh Outside School Hours Care meets the qualification requirement relevant to their role.

All new staff on their appointment are issued with the OSHC Staff Handbook and will be required to

- Complete with the Coordinator the Staff Induction document;
- required to attend all Staff Meetings and discussions ; and
- Be included in all Staff Memos

Fit and Proper

The Oakleigh State School P&C Association requires that all persons employed (whether for financial remuneration or as volunteers) in the service are fit and proper to undertake the work for which they are engaged in the service. It is a condition of all employment (including for volunteers) that their employment ceases immediately if they cease to be fit and proper for any reason.

A person is considered fit and proper if, in the reasonable opinion of the Coordinator as the Nominated Supervisor (or other appropriate delegate of the Approved Provider of the service) they-

- Are capable of providing an adequate standard of child care in the school age care setting;
- Are of good character and suitable to be entrusted with the care and protection of children; and
- Have obtained and provided to the Oakleigh State School P&C Association as the Approved Provider of the Oakleigh Outside School Hours Care their current positive suitability notice, as per the Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011.

Position descriptions

The Oakleigh State School P&C Association via the OSHC Sub Committee ensures that all staff members have a current position description detailing their role and duties as per their position.

Communication

The Coordinator ensures that the Assistant Coordinator, Educational Leader and the Educators are fully informed of the policies and procedures of the Oakleigh Outside School Hours Care, including any current changes by providing a Staff Handbook. Staff also participate in meetings, professional development activities and encouraged to provide feedback and ideas for the ongoing improvement of the service.

The Coordinator ensures that there is an up-to-date copy of the Education and Care Services National Law Act 2010 and Regulations 2011 at the service (go to www.acecqa.gov.au to obtain a copy) for reference by staff members and so that all staff are made and kept aware of its relevance and application to them.

The Coordinator convenes regular meetings with all staff members to keep them informed of all matters of concern relating to the service which is relevant or necessary for them to know in order to do their job confidently. Minutes of these meetings will be recorded.

Expectations of behaviour

Staff are not permitted to consume alcohol, drugs or cigarettes, or be affected by them during the hours children are in their care.

Staff who require regular medication will hold a medical certificate that confirms their ability to care for children.

All staff have a responsibility to:

- Adhere to the policies and procedures of the Oakleigh Outside School Hours Care as well as any direction given by the Coordinator in relation to their job/role;
- Actively supervise children in all areas of the Oakleigh Outside School Hours Care by being within sight and/or hearing distance;
- Respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child;
- Foster all children's self-esteem and confidence, empowering them to make choices and guide their own play;
- Promote children's sense of belonging, connectedness and wellbeing by interacting in a consistently positive and genuinely warm and nurturing manner;
- Treat all children equitably and respond positively to all children who require their attention;
- Communicate with children respectfully, taking the time to listen and value what they say;
- Work collaboratively to challenge, support, reflect and learn from other staff members in order to further develop own skills and practices; and
- Consistently implement and reflect on professional practices as documented in the 'My Time, Our Place': Framework for School Age Care:
 - Holistic Approaches;
 - Collaboration with Children;
 - Learning Through Play;
 - Intentionality;
 - Environments;
 - Cultural Competence;
 - Continuity and Transitions; and
 - Evaluation for Wellbeing and Learning.

All staff have a right to:

- Be respected;
- Be treated courteously by children, parents, other staff members and management;
- Work in a safe, clean and supportive environment;
- Be valued and supported as a professional;
- Be offered professional development opportunities; and
- Have their ideas and opinions valued.

Coordinator

****Please Note**** *The appointed Nominated Supervisor at Oakleigh OSHC is synonymous with the title Coordinator.*

The Education and Care National Services Law Act 2010 states that an Approved Provider must not operate a service without a Nominated Supervisor for that service. The Oakleigh State School P&C Association, as holder of the service supervisor certificate, appoints a person whom they deem to be suitably qualified and/or experienced, and with their consent, to be the Nominated Supervisor of a service.

As the person responsible for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities including (but not limited to):

- Ensuring educational programs are delivered in accordance with approved frameworks, based on the developmental needs of children and designed to take into account the individual differences of each child;
- Ensuring children are adequately supervised, not subject to inappropriate discipline and protected from harm or hazards;
- Ensuring food and beverages provided by the service are healthy, nutritious and are chosen with regards to the dietary needs of children attending;
- Ensuring appropriate health and hygiene practices are developed, implemented and practiced by Educators and children;
- Ensuring the prescribed levels of educator to child ratios are met and each educator at the Oakleigh Outside School Hours Care meets the qualification requirement relevant to their role.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.2 Educational Leader Policy

The Oakleigh State School P&C Association acknowledges the need to have a suitably qualified and experienced educator to lead the development of the OSHC program and to ensure the establishment of clear goals and expectations for teaching and learning. The Coordinator or the Educational Leader will oversee the development and implementation of the educational program for the Oakleigh Outside School Hours Care.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Duty of Care
- NQS Area: 1; 2.2; 3.1, 3.2, 3.3; 4.2; 5.2; 6.1, 6.2, 6.3; 7.1, 7.2, 7.3.
- Policies: 2.1 – Respect for Children, 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation.



Procedures

The Oakleigh State School P&C Association as the Approved Provider will designate, in writing, a suitably qualified and experienced educator as the Educational Leader for the Oakleigh Outside School Hours Care, and to note this designation on the Staff Record.

The Educational Leader will be responsible for:

- Leading the development of the Oakleigh Outside School Hours Care program, using My Time, Our Place: Framework for School Age Care in Australia to inform and guide children’s learning and development, and ensure that clear goals and expectations have been established;
- Ensuring that curriculum decision making is informed by the context, setting and cultural diversity of the families and the community;
- Ensuring that the foundation for the program is based on the children’s current knowledge, ideas, culture and interests;
- Establishing an ongoing cycle of planning, documenting and evaluating the program;
- Ensuring that critical reflection and evaluation of children’s learning and development is used for planning and to improve the effectiveness of the program;
- Mentoring Educators in the implementation of the program, providing professional support to assist with further skills and knowledge and provide opportunities for ongoing reflection and feedback on current practices.
- Ensuring that families have opportunities and support to be involved in the program and activities as well as contributing to the review of Oakleigh Outside School Hours Care policies and decisions.
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Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.3 Recruitment and Employment of Staff Policy

The Oakleigh State School P&C Association strives to follow transparent processes to employ staff who are qualified and appropriate for the position and strives to be an equal opportunity employer. To ensure the best possible outcomes through the recruitment and selection process, it is essential to implement procedures and follow practices to ensure suitable candidates for OSHC service positions are employed.

When the P&C engages a new employee, the P&C President has the following obligations but these actions are currently undertaken by the OSHC Chairperson and/or Secretary in respect to employing a full or part-time Coordinator, Assistant Coordinator, and Educational Leader. These actions are delegated to the OSHC Coordinator when it comes to employing casual Educators.

All the documentation, original forms etc must be kept in the OSHC office, in the locked filing cabinet. Only the President, Operations Manager, Coordinator, Responsible Person in Charge and the P&C OSHC Chair are allowed general access. Should an employee request to view their employee file, this would be overseen by one of the above persons.

Definitions

'Equal Employment Opportunity (EEO)': ensuring all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.

'Discrimination': treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply while people without that attribute do or can comply.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011

Family and Child Commission Act 2014

Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011

- Anti-Discrimination Act 1991 (QLD)
- Relevant Industrial Award/Agreement
- Fair Work Act 2009 and National Employment Standards (for services not operated by P&C Associations)
- Duty of Care
- NQS Area: 4.1, 4.2; 7.1, 7.3.
- Policies: 2.3 – Educator Ratios, 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 8.10 – Employee Orientation and Induction.



Procedures

Service Responsibilities

Application of this policy is designed to facilitate the creation of a workplace culture that maximises performance through employment decisions. Employment decisions are based on real business needs without regard to non-relevant criteria or distinctions and will ensure that all decisions relating to employment issues are based on merit.

The Coordinator and the Oakleigh State School P&C Association ensures that appropriate expert industrial relations advice is sought and obtained as necessary to deal with staffing issues within appropriate legal and industrial standards.

Every potential applicant/employee will be given a fair and equitable chance to compete for an appointment, promotion or transfer and to pursue their career as effectively as anyone else at the service. Consistent with this, the Oakleigh State School P&C Association will not condone and will regard as unfair, any form of unlawful discrimination or vilification including (but not limited to) that which relates to:

- Marital/domestic status, family responsibilities;
- Disability or physical features;
- Race, colour;
- Religious belief or activity;
- Gender and/or sexual persuasion; and/or
- Medical record.

Vacant permanent part-time positions may be offered internally if the Oakleigh State School P&C Association in conjunction with the Coordinator feel there is a suitable candidate. All decisions relating to promotion and career development will be made without regard to any matters other than the individual's inherent capacity and ability to carry out the position including their performance history.

The service may at times employ family members or personal friends of employees or management members. In these instances, the following will apply in addition to the above employment procedures:

- The relationship will be disclosed on the job application;
- The interview and subsequent appraisal processes will not involve the relevant employee or management member;
- All reference checks will be made by an independent person;
- Disciplinary procedures will be applied consistently, with independent people overseeing and conducting the process; and
- Timesheets will not be authorised by family members or associated persons. Where the Coordinator has a member of the family working in the service, timesheets will be authorised by a nominated representative of management.

RECRUITMENT PROCEDURES FOR FULL AND PART-TIME STAFF

The P&C Operations person may assist with the recruitment of part or full-time employees under the direction of the P&C OSHC Chairperson/Secretary (ie for a Coordinator, Assistant Coordinator or Educational Leader position and Operations Manager).

If there are no suitable candidates for internal appointment, the position will be advertised through appropriate agencies or sources including:

- Local and district newspapers;
- Appropriate websites including student employment via tertiary institutions and QCAN
- School newsletters.

Suitable advertisements should include a description of the position, hours/days required, personal/ professional attributes, selection criteria, appropriate qualifications, closing date for applications and service address. Written applications should include a cover letter, resume and response to the selection criteria.

A file is created for all applications and added to the Applications List. Relevant information is recorded as requested from the Ad (rights to work in Australia, Qualifications, Blue Card, training in First Aid, CPR, Asthma, Anaphylactic, Epilepsy

A Selection Panel will consist of two or three members of this group: the P&C President, OSHC Chairperson, OSHC Coordinator, HR consultant and either Principal or Deputy Principal from the school.

The following is emailed to the selection panel:

- Applications
- Applicants List

- Shortlisting Template

Once shortlisted by the HR Consultant and panel, a phone screening process is undertaken to arrange an interview with the applicant. A panel member, operations manager P&C or OSHC Coordinator organises a venue for the interviews and secures dates and times.

Selection criteria and interview questions based on requirements for the position are developed and reviewed prior to the interview date by the selection panel.

The Selection Panel conducts the interview in a professional manner, using questioning techniques to ascertain the candidates' suitability for the position. All decisions relating to the appointment are based on the individual's relevant qualifications (if required) and their deemed capacity and ability to carry out the duties of the position. A referee check is undertaken by the HR consultant or OSHC chairperson.

Should the panel be unable to agree on a suitable candidate, further interviews will be considered.

Staff are only employed if, after reasonable enquiries, including reference checks conducted by a member of the panel, they are considered appropriate for the job, as articulated by the Role and Expectations of Educators Policy (see Policy 8.1).

The suitable candidate is contacted by a member of the Selection Panel to make an offer of the available position, to negotiate starting dates and to inform of the orientation and induction process.

A contract of agreement is sent to the successful applicant informing them of the decision including the terms and conditions of employment. This is to be signed by both the School Principal and the P&C President.

Certified copies of staff qualifications, suitability notices and first aid qualifications are requested and kept confidentially by the Oakleigh Outside School Hours Care in individual employee files.

For candidates in receipt of a Blue card (working with Children Suitability Notice), the Oakleigh State School P&C Association completes and staff member/candidate lodges the application form. Applicants or cardholders who have applied for, or hold a blue/exemption card must advise when they are undertaking child-related activities with a new or additional organisation by completing a the 'Link an application form' (formerly known as the *Authorisation to confirm a valid card/application form*).

On commencement date, a Personnel file for the staff member is started and copies of the necessary information is kept on their employee file, as per the Checklist refer 8.10.1

The 'reasonable enquiries' required for employing casual Educators will include (but not be limited to):

- Requesting an appropriate resume from the candidate, including two professional/character referees for casual employees;
- The Coordinator interviewing the candidate;
- Contacting at least two referees to check the person's character;

Sighting a certified copy of a current working with children suitability notice (Blue Card); and completing and lodging an application form - Authorisation to confirm a valid card. Note: Paid employees can commence regulated child-related work once their blue card or exemption card application is lodged with Blue Card Services.

- A written contract of agreement is sent to the successful applicant informing them of the decision including the terms and conditions of employment. Note: Educators at our OSHC are equivalent to 'Child Care Worker' in the P&C Association Award. This is to be signed by the P&C President.

Casual staff hourly pay rate must be as per the Award. Consult the OSHC Pay Rates summary from CMSolutions to determine this. Only the P&C President has authority to offer above award rates, in exceptional circumstances.

On commencement, an Employee Personnel file is set up for the new staff member. Copies of the following documents including the signed Employee Checklist will be kept in the file.

- Copy of – Resume, Relevant Qualifications, Application and Referees' Statements and Position Description, Original copy of Contract of Agreement.
- **Qualifications** - First Aid, CPR, Asthma, Anaphylaxis, Epilepsy
- **Record of** - Blue Card, Blue card online validation result, Link an applicant form lodged
- **Staff Information** - Personal Details Form, Payroll Details Form, Tax File Declaration Form

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.4 Educator Professional Development and Learning Policy

The Oakleigh State School P&C Association endeavours to provide adequate and relevant ongoing training and development for Educators. This enables them to do their job confidently and to properly comply with Oakleigh Outside School Hours Care policies and procedures and other requirements of the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- 'My Time, Our Place' Framework for School Age Care in Australia
- Duty of Care
- NQS Area: 2.3; 4.1, 4.2; 7.1, 7.2; 7.3.
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.2 – Educational Leader, 8.8 – Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 8.12 – Employee Qualifications – Monitoring Progress, 10.1 – Quality Compliance.



Procedures

The Coordinator will facilitate opportunities for Educators to access professional development and learning opportunities on a regular basis relevant to:

The operation of the Oakleigh Outside School Hours Care and its policies and procedures;

- Legal or other regulatory requirements; and
- Other issues of interest or benefit to Educators to help them better do their job in the overall interests of the service and the children.

Professional development opportunities to learn or further enhance skills and access information relevant to their role may be made available through:

- Team meetings;
- Training/information sessions;
- External or internal workshops.

The Coordinator will, wherever possible within the resources of the service, bring in specialist or expert presenters to provide training to Educators on issues requiring expert knowledge.

The Coordinator will ask Educators on a regular basis to contribute suggestions for training topics.

The Coordinator will be responsible to ensure that a written record of all professional development of Educators is kept and regularly reviewed in conjunction with the OSHC Subcommittee.

Educators will be paid for attendance at compulsory training sessions and Oakleigh Outside School Hours Care team meetings, in accordance with relevant awards.

The Oakleigh State School P&C Association allocates funds within the budget for training and professional development for Educators.

Date of Development	Date Ratified	Date of Review
November 2017	June 2019	

8.5 Volunteers Policy

Volunteers are a valued and integral part of the Oakleigh Outside School Hours Care service and are managed in a consistent and professional manner, in accordance with the other policies of the service which apply to employees.

For the purpose of this policy, volunteers also refer to students who are unpaid and volunteering for skill/knowledge acquisition.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Duty of Care
- NQS Area: 4.1; 4.2.1; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.3.1, 7.3.2, 7.3.5.
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.10 – Educator Orientation and Induction, 10.1 – Quality Compliance, 10.9 – Risk Management and Compliance.



Procedures

All procedures of the Oakleigh Outside School Hours Care which are applicable to employees, apply also to volunteers except where expressly provided otherwise, or with such necessary modifications to reflect the voluntary nature of the role.

Volunteers must hold a current Blue Card before they begin volunteering at the Oakleigh Outside School Hours Care. Certified copies of their Suitability Card and/or Positive Notice will be kept on file for all volunteers who volunteer at the service. A Verification to Authorise Blue Card form will be completed by the OSHC Coordinator.

Volunteer workers may be counted towards the educator to child ratios for the service provided they meet the qualification requirements. Volunteers under the age of 18 must be fully supervised. Risk assessments are conducted, as necessary, when utilising volunteers.

An induction process, including Volunteer Handbook, is given to provide an opportunity to help volunteers understand:

- The service’s commitment to an environment which is safe and friendly to children;
- The service’s policies, procedures and code of conduct (the Code);
- Procedures to follow when harm is suspected or disclosed;
- Their rights and responsibilities;
- What is expected of them in their role;
- The boundaries of their roles;
- The roles of key people in the service;
- What to expect if there is an allegation of harm made against them or to them;
- Reporting procedures; and
- Grievance procedures.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.6 Employee and Volunteer Grievance Policy

The Oakleigh State School P&C Association aims to maintain a harmonious work environment through resolving OSHC employee grievances promptly and effectively to the satisfaction of all concerned and ensuring the rights of employees are respected. Both employer and employee will abide by their obligations under the relevant industrial award or agreement. The aim of this policy is to ensure that grievances are resolved through discussion between both parties. The Oakleigh State School P&C Association as the employer acknowledges that, from time to time, individual employees may have grievances which need to be resolved externally in the interest of positive relationships and transparency.



Relevant Laws and other Provisions

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- Duty of Care
- NQS Area: 4.2; 7.1, 7.2, 7.3.
- Policies: 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers Policy, 8.7 – Workplace Harassment and Bullying, 8.9 – Educator Code of Conduct, 8.10 – Employee Orientation and Induction.



Procedures

The Coordinator as the Nominated Supervisor is the first contact for all complaints however, the employee will have direct access to executive members of the Oakleigh State School P&C Association, and will be encouraged to do so, if:

- The complaint is about the conduct of the Coordinator or Subcommittee;
- The employee is not comfortable to take the complaint to the Coordinator;
- The employee is not satisfied with the Coordinator's handling of the complaint; and/or
- The complaint is about a matter of management and administration policy.

For this purpose, employees will be kept informed of the current contact details of an executive representative of the Oakleigh State School P&C Association through the Educator/Volunteer Handbook, or other appropriate form of communication. This will be immediately available on request and displayed at the service.

The Coordinator will seek to resolve all genuine and reasonable verbal grievances in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in the presence of children, other employees or parents, and heated discussions will be avoided.

Written records of discussions will be maintained following confidentiality procedures.

If the verbal grievance remains unresolved, at the complainant's discretion, a written grievance may be submitted to the Subcommittee for further action. This will instigate the following formal procedure:

Complainant to meet with OSHC Subcommittee executive member/s to discuss the complaint;

- OSHC Subcommittee to give opportunity, in writing, for other named parties to meet with the OSHC Subcommittee to discuss details of grievances tabled; and
- OSHC Subcommittee may seek the services of a professional association for advice and/or support.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.7 Workplace Harassment and Bullying Policy

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

Definition

Workplace harassment/bullying is verbal, physical, social or psychological abuse by your employer (or manager), another person or group of people at work. Workplace harassment and bullying occurs when a person is subjected to repeated behaviour, that:

- Is unwelcome and unsolicited;
- The person considers to be offensive, humiliating, intimidating or threatening; and
- A reasonable person would consider to be offensive, humiliating, intimidating or threatening.

For the purpose of this policy, workplace bullying and/or harassment means behaviour that is repeated or occurs as part of a pattern of behaviour and may include:

- Abusing a person loudly, usually when others are present;
- Repeated threats of dismissal or other severe punishment for no reason;
- Constant ridicule and being put down;
- Leaving offensive messages via text, email or phone;
- Sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways;
- A manager setting unreasonable timelines or constantly changing deadlines for an employee to meet, or setting tasks that unreasonably below or beyond a person's skill level;
- Maliciously excluding and isolating a person from workplace activities;
- Persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters;
- Humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers; and/or
- Spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

It is acknowledged that the impacts of bullying and harassment can be traumatic and may result in employees suffering stress, feelings of isolation at work, anxiety, loss of self-esteem, loss of financial security, loss or deterioration of personal relationships, physical symptoms of stress such as headaches, backaches, stomach cramps, and depression.

Some types of workplace bullying are criminal offences therefore any instances of violence, physical assault and/or stalking will be reported to the Queensland Police Service immediately.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011

- Duty of Care
- Family and Child Commission Act 2014
- Work Health and Safety Act 2011
- Prevention of Workplace Harassment Advisory Standard 2004
- Anti-Discrimination Act 1991 (QLD)
- NQS Area: 4.2; 7.1, 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.5 – Volunteers Policy, 8.9 – Employee Code of Conduct (the Code), 8.10 – Employee Orientation and Induction.



Procedures

Scope

Workplace bullying and harassment are not tolerated or accepted by any employee or member of management of the Oakleigh Outside School Hours Care service. This policy relates to such incidents as they may occur at the workplace during working hours, and all work related events including but not limited to:

- Team meetings;
- Family events organised by the service;
- Celebratory functions; and/or
- Other events organised by the Oakleigh Outside School Hours Care in public or private locations;

This policy also relates to, but is not limited by the following types of communication:

- Verbal communication, either via phone or in person in the workplace, and outside of it;
- Written communication including letters, notes, minutes of meetings etc.; and/or
- Internal and external communication including emails and/or text messages.

Standards of behaviour

In line with the Oakleigh State School P&C Association's commitment to creating a workplace that is free from workplace health and safety risks and one which strives to create positive working relationships, all those covered by this policy are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between people and their circumstances;
- Ensuring they do not engage in any bullying behaviour towards others in, or connected with the workplace. This includes hurtful remarks or attacks and making fun of a person or their work (including references to family, sex, sexuality, gender identity, race or culture, education and economic background);
- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour of any type;
- Adhering to the Oakleigh Outside School Hours Care's grievance procedures, as listed further in this policy, if they experience any bullying behaviours personally;
- Reporting any bullying behaviours they see happening to others in the workplace, or connected with the workplace in line with the grievance procedure in this policy; and
- Keeping information confidential if involved in any investigation of bullying.

Responsibilities

It is the responsibility of all employees to not participate in discriminatory or harassing behaviour within the workplace. The Oakleigh State School P&C Association/Coordinator are accountable for ensuring professional standards of conduct are

observed at all times and to take immediate preventative action in any situation that has the potential to be construed as harassment. This means acting as a role model for staff to demonstrate appropriate behaviour.

Incidents of harassment are to be treated seriously and immediate action must be taken to deal with complaints.

Employees who believe they are being harassed in any way, are to be informed of their right to **not ignore it** but to take action

- Tell the other person in a direct and firm manner that their behaviour is offensive and unacceptable. However, telling the person may not be enough to stop the unwelcome behaviour so be prepared to take further action.
- Keep diary notes of all incidents with details of the harassment, dates and times, name(s) of offending party (i.e.), and any response you made.
- Discuss the situation with the Coordinator or member of management; and
 - Adhere with Consultation and Dispute Resolution Clause in the Award (Children's Services Award 2010)

Grievance procedure

Grievance procedures are made available to employees and clearly articulated in the Educator Handbook.

All reports of harassment and/or bullying behaviour are managed in accordance with the Oakleigh Outside School Hours Care's grievance procedures which include:

- Reporting the grievance to the Coordinator /Oakleigh State School P&C Association through the appropriate channels;
- Arranging for a meeting with the complainant to discuss the nature of the alleged complaint and or grievance; and
- Documenting all conversations regarding the grievance and all alleged instances of harassment or bullying, when they occurred, who was involved, what actually happened and any witnesses or other relevant information.

The Oakleigh State School P&C Association may seek expert advice from their employer association in managing any alleged instances of harassment or bullying in the workplace with appropriate dispute resolution services accessed as required and upon professional advice.

Confidentiality

Whilst all endeavours will be made to maintain the integrity of the investigative process and to preserve the confidentiality of the complainant and the person accused, it may be necessary to speak with other workers or people involved to determine what happened.

Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process.

If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

All meetings will be documented with minutes recorded and treated in a confidential manner. Information including letters of complaint and meeting minutes will be stored confidentially.

Outcomes

The outcomes of formal or informal complaint procedures will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances.

Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Employee Counselling and Disciplinary Procedures Policy (Policy 8.15).

Disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

In addition to procedures articulated in the Employee Counselling and Disciplinary Procedures Policy, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- Providing training to employees concerned regarding bullying;
- Requiring employees who have breached this policy to apologise to appropriate person(s);
- Adjusting working arrangements where appropriate;
- Providing counselling to employees (complainant and the person complained of);
- Placing employees on performance improvement plans to ensure improved behaviour; and/or
- Providing coaching and mentoring.

References

CMS - Community Management Solutions – Workplace Bullying Toolkit

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.8 Employee Performance Monitoring, Review and Management Policy

The Oakleigh State School P&C Association acknowledges that to ensure the provision of high quality education and care at its OSHC service, an active approach is needed in relation to monitoring and managing the ongoing performance of employees. This ensures that employees knowledge, skills and capacity to perform the position effectively is maintained.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- NQS Area: 4.2; 7.1; 7.2, 7.3.
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.5 – Volunteers, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 10.1 – Quality Compliance.



Procedures

Employee performance is managed by the Coordinator, and for the Coordinator performance will be managed by the OSHC Subcommittee, executive officers of the Oakleigh State School P&C Association.

Employee performance is managed in accordance with indicators which have been developed in relation to their position description.

Employee performance is monitored through implementing an annual review process. Such a process involves:

- The employee completing a performance review self-assessment prior to an interview with Coordinator and/or management;
- A performance review assessment conducted by the Coordinator and/or management;
- A formal interview where aspects of performance assessments are discussed and will include the identification of strengths, aspirations and areas for improvement; and
- Individual development plans being developed and documented to support performance improvement for each employee.

Commitment to ongoing professional development and opportunities to enhance knowledge and skill based on the needs and goals of the Oakleigh Outside School Hours Care and its stakeholders are discussed and implemented.

Ongoing feedback about performance will be provided and professional development opportunities monitored and reviewed throughout the forthcoming year. Individual performance progress will be noted on individual performance and/or training plans.

The Coordinator, in conjunction with OSHC Subcommittee and other staff members, reviews the relevant job descriptions and any other requirements relating to the job, against performance indicators which have been previously agreed upon, at least once each year and ensures that any resulting changes to the job description, performance indicators or terms of employment are recorded, and accepted by both parties.

The Oakleigh State School P&C Association reviews the job description of the Coordinator and any other requirements relating to the job against agreed performance indicators, at least once each year and ensures that any resulting changes to the job description, performance indicators or terms of employment are recorded, and accepted by both parties.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.9 Employee Code of Conduct Policy

The Oakleigh State School P&C Association expects that all employees conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the OSHC service. Employees are expected to actively demonstrate a positive attitude towards their work, the service and the service's clients, and acting with integrity and professionalism at all times. All employees are required to abide by the Code of Conduct (the Code), at all times during their interactions with children, families, community members, management and other employees.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011

Family and Child Commission Act 2014

- Anti-Discrimination Act 1991 (QLD)
- NQS Area: 4.2; 7.1, 7.2; 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers, 8.7 – Workplace Harassment and Bullying, 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures.



Procedures

This policy applies to all employees while in the workplace, or off site at work-related functions (including social functions and celebrations), while on excursions or attending work-related training and conferences.

The Oakleigh State School P&C Association believes that all employees should be able to work in an environment free from discrimination, victimisation, sexual harassment, vilification and the seeking of unnecessary information on which discrimination might be based. We consider these behaviours unacceptable and they will not be tolerated.

Employees are expected to conduct themselves in a manner which respects the rights and welfare of all employees, volunteers, families and children and to show competence, care, good faith and compliance with instructions and policies and procedures in the performance of their duties.

Employees are provided with a copy of the service's Code of Conduct (the Code), code of practice or code of ethics (see 8.9.1) prior to commencing employment.

Employees are expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Educators are expected to consistently uphold the agreement during their employment with the Oakleigh Outside School Hours Care, contributing to the creation of a discrimination free and inclusive workplace and a healthy workplace culture.

Breaches to the agreement are taken seriously which may result in appropriate action taken on behalf of the employer/service. Action will be appropriate to the breach and may include:

- Counselling;
- An official warning and note on the employee's file;
- A formal apology;
- Demotion; or
- Dismissal for serious misconduct.

References

ACSEA. (2006). *employee manual*. brisbane: ASCEA.

Department of Education and Training. (2015, February). *Tip sheet for Parents - Home alone*. Retrieved from deta.gov.au: <http://deta.qld.gov.au/earlychildhood/pdfs/tip-sheets/pts-home-alone.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.9.1 Employee Code of Conduct

The Oakleigh Outside School Hours Care's Code of Conduct (the Code) complements the 'QCAN Code of Ethics for OSHC'. The code of ethics provides a basis for critical reflection, a guide for professional behaviour and general assistance with the resolution of ethical dilemmas.

All Educators, volunteers and ancillary staff members agree to:

- Abide by any relevant legislative and National Quality Standard requirements as well as understand and actively implement the policies, procedures and rules of the Oakleigh Outside School Hours Care;
- Value the different perspectives of Educators, supporting and working collaboratively to maintain the philosophy and goals of the Oakleigh Outside School Hours Care;
- Contribute to creating a positive atmosphere of trust and openness through modelling respectful and courteous language and behaviour;
- Uphold Duty of Care obligations by maintaining a safe environment for all including active supervision of children, compliance with Workplace Health and Safety requirements and ensuring all necessary documentation is completed;
- Treat children, families, Educators, other employees, management/school/community members or visitors to the service with courtesy, respect and consideration at all times;
- Only discuss confidential information or issues of the service with appropriate people within the service and not with any person outside the organisation, unless required by law;
- Resolve any conflicts with other employees or members of the Management using the policy and procedures developed within the service;
- Represent the service in a positive way;
- Act positively on complaints and provide services to the best of their ability;
- Strive to build a harmonious, equitable and non-discriminatory workplace;
- Wear clean, neat clothes, professionally appropriate to the type of work to be undertaken and not offensive to the children, families, other employees, Committee members or visitors of the service.

****Note****

It is unacceptable for any employee to use any form of harassment, physical, verbal or emotional punishment when carrying out their duties with children, families, other employees or other visitors to the service.

8.10 Employee Orientation and Induction Policy

The Oakleigh State School P&C Association assumes responsibility in ensuring that all employees receive appropriate orientation and induction which prepares, supports and facilitates their working performance and ongoing capacity for employment within the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Work Health and Safety Act 2011
- NQS Area: 1; 2; 3; 4; 5; 6.1, 6.3; 7.1, 7.2, 7.3.
- Policies: 3.3 – Educators Practice, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.6 – Employee and Volunteer Grievance, 8.9 – Employee Code of Conduct (the Code)



Procedures

The Coordinator (or other appointed Educator) takes responsibility for the appropriate and ongoing induction and orientation for new employees. The orientation and induction process includes (but not be limited to):

- A meeting with the new employee prior to engagement to complete all paperwork relating to their suitability for employment. (This will involve completing appropriate documentation to validate the new employee's blue card and qualifications)
- Prior to being selected for a job, whether as a paid employee or a volunteer, the person will be given a written job description and terms of employment (for paid employees), Staff Handbook and access to a full copy of the Oakleigh Outside School Hours Care policies and procedures.

The successful candidate is required to sign an employment agreement stating that:

- They agree to observe and accept the job on the basis of the materials given to them; and
- Agree to observe strictly the policies and procedures of the Oakleigh Outside School Hours Care, as amended from time to time.

The successful candidate is also required to complete and sign the following:

- Personal details form and Payroll form
- Choice of superannuation form
- Superannuation application (if they do not have a suitable one already, as per Award)
- Tax File Declaration form

Certain staff may also be requested to complete the Responsible Person Delegation Authority form.

The induction of new employees also includes attending a minimum one hour meeting with the Coordinator to ensure they are aware of the following:

- Their terms of employment or engagement (including role description) which is kept on their staff file;
- Relevant pay award – kept in the timesheet folder in the OSHC Office;
- All Oakleigh Outside School Hours Care policies and procedures (including child protection and grievance procedures) – on the school website and hardcopy in OSHC Office

- Information about the philosophy and goals of the Oakleigh Outside School Hours Care on school website;
- The Staff Handbook given to each employee
- National Quality Standard for Education and Care Services kept in the OSHC Office;
- 'My Time, Our Place' Framework for School Age Care in Australia kept in the OSHC Office;
- The physical facilities of the Oakleigh Outside School Hours Care on a map in the OSHC building;
- The other staff members in the Oakleigh Outside School Hours Care service, and their roles, kept in individual staff HR files;
- The Duty of Care owed by staff members at the Oakleigh Outside School Hours Care to children and others in the OSHC filing cabinet; and
- Any other matters which are necessary to enable the staff member to properly do their job within the Oakleigh Outside School Hours Care, or which they reasonably wish to know in the OSHC filing cabinet.

During the first session of employment, the new employee will be partnered with an experienced educator;

Within the first two weeks of employment, the Coordinator or designated 'buddy' will work closely with the new employee to ensure all Induction and Orientation training is provided and a checklist completed and signed off by the new employee and Coordinator/relevant training officer.

Feedback on the effectiveness of the induction and orientation process will be sought from the new employee by the Coordinator.

The induction and orientation of full and part-time staff will be facilitated by the OSHC Chairperson/President; and by the Coordinator and/or another suitable staff member nominated by the Coordinator, for other positions. The Induction and Orientation checklist must be completed and signed as each step is completed, and then placed on the employee's personnel file with a completed copy of Employment Record for OSHC employee

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.10.1 Educator/staff Orientation and Induction Checklist

This Oakleigh State School P&C Association provides all Educators/staff with a 1 hour, paid Orientation and Induction. This process is designed to help you start your job with a good background of how we operate and what we expect from you as an employee. This is also referred to as Attachment 11

EMPLOYEE NAME:

Have you received?

- Personal Information Form
- Confidentiality Agreement
- Position Description
- Employment Contract
- Letter of Employment
- Tax Declaration form
- Blue Card Application (if no current card held)
- Authority to verify valid blue card (if card is current)
- Superannuation Membership Form
- Oakleigh Outside School Hours Care Information Sheet
- Educator/staff Roster
- Educator/staff Handbook
- Family Information Package
- Policy and Procedure Document
- Uniform Shirt
- Union information

Have you completed, signed and returned:

- Personal Information Form
- Confidentiality Agreement
- Employment Contract
- Tax Declaration form
- Blue Card Application (if no current card held)
- Authority to verify valid blue card (if card is current)
- Superannuation Membership Form

Have you been shown?

- Location of educator/staff and children's toilets
- Location of First Aid Kit
- Telephone
- Fire extinguishers
- Whole of service and school tour
- Educator/staff parking procedures
- Staff noticeboard area

Have you met?

- Rest of educator/staff
- Children
- Families

I have received information and have an understanding of:

- Role of key personnel
- Oakleigh Outside School Hours Care rules, behaviour management and anti-bullying procedures
- Supervision and duty of care
- Injury/illness procedures
- First aid procedures
- Fire evacuation and lockdown procedures
- Medication administering procedures
- Workplace health and safety procedures
- Risk management and hazard reporting
- Daily routines
- Excursion procedures
- Staff rosters and timesheets
- Current pay award
- Educator/staff communication
- Food preparation and hygiene procedures
- Toileting procedures for children and Educators
- Children sign in/out and collection procedures
- Oakleigh Outside School Hours Care statement of philosophy
- My Time, Our Place, the program and expectation of practice
- Child Protection Policy and the reporting of harm
- Grievance management

Have you been given an overview of Oakleigh Outside School Hours Care Policies, Handbooks and expectations?

Have you been given an opportunity to ask questions?

To be completed by new employee within one week of commencement

Form to be photocopied, original retained by Oakleigh Outside School Hours Care and placed in Educator/staff File.

Employee name and signature:Date:

Coordinator name and signature:Date:

8.11 Employee Leave Policy

The Oakleigh State School P&C Association seeks to ensure that all employee leave and entitlements are managed in accordance with clearly articulated guidelines so as not to negatively impact on the operations of the OSHC service. This policy includes all applicable forms of leave and relevant entitlements.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- P&C Accounting Manual, P&C Operations Manual (for P&C managed services)
- Children’s Services Award (State) 2012 (P&C managed services only), Children’s Services Award 2010, National Employment Standards.
- Fair Work Act 2009
- NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.3 – Educator Ratios, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance Policy.



Procedures

All employees seeking to take extended leave such as annual leave or leave without pay submit their request in writing to the Approved Provider at least two weeks prior to such leave.

Employees requesting long service leave must submit their request, in writing to the Oakleigh State School P&C Association, at least 3 months prior to the leave being taken.

Management approves such leave unless the impact of leave is detrimental towards the successful operations of the service. Should leave not be approved, the employee are entitled to have notification and rationale within 3 working days of the original request for leave.

All sick leave is reported to the immediate supervisor of that employee to ensure a suitable replacement can be obtained. Pre-planned arrangements for replacement staff will be in place.

In the event of sick leave of the Coordinator, a report is made to the OSHC Subcommittee with the name of the person expected to assume responsibility for the service on that day or throughout the duration of their leave period.

Management ensures that employees do not accrue any more than 6 weeks annual leave per annum. This is monitored through providing a balance sheet with annual audited reports documenting leave accruals.

Employees receive notification of their holiday and personal leave accruals on their weekly or fortnightly pay slip.

All types of leave are appropriately recorded on rosters and timesheets.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.12 Employee Qualifications – Monitoring Progress Policy

The Oakleigh State School P&C Association seeks to ensure that all employees enrolled and studying towards relevant qualifications are monitored and supported as they progress through their studies. This ensures that the Oakleigh Outside School Hours Care is compliant with regulatory staff qualification requirements and in providing an overall suitably qualified level of Educators.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Children’s Services Award (State) 2012 (P&C managed services only), Children’s Services Award 2010, National Employment Standards.
- NQS Area: 4.1; 7.1.1, 7.1.2, 7.1.3, 7.1.4; 7.3.1, 7.3.2, 7.3.5.
- Policies: 2.3 – Educator Ratios, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.8 – Employee Performance Monitoring, Review and Management, 10.1 – Quality Compliance.



Procedures

Employees recruited as qualified staff, provide the service with certified copies of their certificate of accredited and approved training, or, of enrolment in an approved course and available transcripts of coursework as completed.

Records are attached to a study monitoring form and maintained in the employee’s confidential file held at the service.

The employer’s representative (manager, director or Coordinator) monitors and track the employee’s progress through the course, particularly observing that the course will be completed within the required time frame which is usually twice the scheduled course duration

The employee is required to submit a statement of progress, result or other evidence such as a transcript, to demonstrate completion of course components on a regular basis. This information will be gathered every 6 months or as details are released from the training provider or higher education institution.

In the event that necessary progress through the course is observed by the Coordinator to be delayed and/or jeopardised for any reason, then a meeting is scheduled with the employee to discuss an appropriate course of action. Management will be informed of the outcomes of this discussion and has authority to approve the required course of action.

The employee may jeopardise their ongoing employment at the service if they fail to meet the progress in study requirements or complete the course within the prescribed finishing period.

Date of Development	Date Ratified	Date of Review
November 2017	June 2019	June 2020

8.13 Employee Health Policy

The Oakleigh State School P&C Association expects that employees take a conscientious approach to managing their own health and to protect the health and wellbeing of children, colleagues and others engaged in the Oakleigh Outside School Hours Care’s program and activities.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Work Health and Safety Act 2011 and Regulations 2011
- Duty of Care
- NQS Area: 4.1; 7.1, 7.3.
- Policies: 2.3 – Educator Ratios, 4.1 – General Health and Safety, 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 8.10 – Employee Orientation and Induction, 8.16 – Employee Immunisation, 8.17 – Fit For Work Policy



Procedures

Employees are not to report to work under the influence of any drug or alcohol which may impact on their individual capacity to perform duties as expected of them in their job/role.

Employees who are unwell should not report to work and should notify their supervisor at their earliest convenience that they are unfit for work. Medical certificates may be required to verify that they are fit for the work that is expected of them in their role.

Employees may be requested to undertake a health check or medical to verify that they are fit for work as expected of them in their role. This process will be non-discriminatory and implemented without bias or prejudice.

Employees should report immediately to their supervisor and may be relieved from duties.

Employees who have been diagnosed with or suspect that their illness is due to infectious disease must follow the guidelines as specified by the service in regards to exclusion periods.

Employees should maintain current immunisation status, see Guidelines in Policy 8.16 and may be required to provide the employer with a medical report detailing such status.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.14 Employee Online Social Networking Policy

The Oakleigh State School P&C Association acknowledges that employees may access online social networking sites such as Facebook or Twitter to interact with friends, family and colleagues. This policy aims to establish guidelines on the access and outside work usage of online social networking, with the aim of preventing misrepresentations of the Oakleigh Outside School Hours Care and/or its stakeholders.

Definition

'Social Networking Media': refers to any online tools or functions that allow people to communicate via the internet. This includes, but is not limited to, applications such as:

- Social networking sites: Facebook, Pinterest, LinkedIn;
- Video and photo sharing websites: YouTube, Flickr, Instagram, Snapchat;
- Blogging sites: Twitter, Tumblr;
- All forums and discussion boards;
- Wikipedia; and
- E-learning portals (i.e. www.mytimeourplace.com.au).



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Work Health and Safety Act 2011
- Privacy Act 1988 and Regulations 2013
- Duty of Care
- NQS Area: 4.2; 7.2, 7.3.
- Policies: 2.8 – Anti-bullying, 8.1 – Role and Expectations of Educators, 8.7 – Workplace Harassment and Bullying, 8.9 – Employee Code of Conduct (the Code),



Procedures

Responsibilities

Good judgement and common sense must be used to ensure the reputation of the Oakleigh Outside School Hours Care, its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.

While the service does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of the service, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, the following guidelines must be adhered to at all times:

- Children of the Oakleigh Outside School Hours Care should not be included as ‘friends’ on social networking sites;
- Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
- References to Oakleigh Outside School Hours Care must not be mentioned in online posts and statuses. This is the best way to ensure that the service’s reputation is safeguarded. If it is necessary for an employee to speak about their place of employment online, they are to refer to ‘work’ and not to the Oakleigh Outside School Hours Care name;
- Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
- Be clear that your personal views are yours, and not necessarily the views of the Oakleigh Outside School Hours Care management and/or stakeholders;
- Photos of employees in work uniform are not to be placed online; and
- If anything is posted online by others which may harm the reputation of the Oakleigh Outside School Hours Care, its employees or stakeholders, and you have the capacity to delete such information, the Oakleigh State School P&C Association asks that you do so immediately.

Images and/or texts posted online that are potentially dangerous or damaging to the service should be brought to the attention of the Coordinator. This should be done immediately and the information should not be shared with others.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.15 Children of Employees Policy

The Oakleigh State School P&C Association strives to provide a supportive environment for all families and children using the service; this is extended to children of employees who attend the Oakleigh Outside School Hours Care. However, the service also acknowledges the complexities that may arise when children of employees are participating in the Oakleigh Outside School Hours Care’s program and activities. This policy strives to articulate a model for best practice when employees are providing direct care to their own children in the course of their employment within the service.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Duty of Care
- NQS Area: 1.1; 4.2; 5; 7.1, 7.3.
- Policies: 2.6 - Behaviour Support and Management, 2.7 - Exclusion for Behavioural Reasons, 8.1 - Role and Expectations of Educators, 8.3 - Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction.



Procedures

Children of employees are permitted to be enrolled in and attend the Oakleigh Outside School Hours Care using the priority of access guidelines.

Children of employees must be eligible to attend a school age care program, that is, “children over pre-school age” as defined in the Education and Care Services National Law 2010 and Regulations 2011.

Employees are expected to professionally carry out all duties as expected of them while they are employed in the service regardless of the attendance of their own children.

Children of employees are provided with consistent care, consideration and involvement in the service as any other child participating in the program. The behaviour of children of employees is managed as it would any other child participating in the program.

If an employee’s child has been excluded from the school, the coordinator will:

- Contact the school to confirm exclusion;
- Speak with the Principal to confirm if exclusion applies at the service; and
- Contact the employee to confirm exclusion from the OSHC service (in accordance with Principal’s direction).

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.16 Employee Immunisation Policy

The Oakleigh State School P&C Association acknowledges their obligation as an employer under the Work Health and Safety Act 2011, to ensure the health and safety of employees and others. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases in the workplace. Vaccination of employees and volunteers is not a mandatory requirement under relevant legislation, however is considered by this service as a best practice approach to prevent any outbreak of a vaccine-preventable disease.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Work Health and Safety Act 2011
- Duty of Care
- Staying Healthy in Childcare
- NQS Area: 2.1; 4.2; 7.1, 7.3.
- Policies: 4.2 – Infectious Diseases, 4.4 – Preventative Health and Wellbeing, 4.14 – Infectious Diseases Response Strategy, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health.



Procedures

All employees and volunteers working with children in the service should be up to date with all the vaccinations as recommended for adults.

All employees and volunteers working with children in the service should consider additional/special vaccinations, recommended due to an increased risk of exposure in the workplace.

Employees will be directed to Information Sheets (see information below) from Queensland Health provide further guidance regarding recommended immunisations for adults, including but not limited to:

- Hepatitis A;
- Measles, Mumps and Rubella (MMR);
- Varicella (Chickenpox);
- Pertussis (Whooping Cough); and
- Hepatitis B - (may be recommended in specific circumstances, such as when providing child care to populations who have a higher prevalence of hepatitis B).

Employees/volunteers will be required to complete an Employee Immunisation Record (see 8.16.1) as part of the Oakleigh Outside School Hours Care employment process.

Each record shall be maintained confidentially in the employee/volunteer's file.

Any expenses associated with completing the immunisation record such as blood tests and medical fees shall be incurred solely by the employee/volunteer.

Any employee or volunteer conscientiously objecting to vaccination shall articulate their position in writing, accepting responsibility for their own individual choice to do so. This document will be maintained confidentially in the employee/volunteer's file.

Conscientious objectors may be required to seek further advice from a medical authority to support their clear understanding of such objection. In such cases additional procedures will be relevant to those employees/volunteers should an outbreak of any vaccine-preventable disease occur in the workplace, this will include, but not be limited to:

- Exclusion from the workplace; and/or;
- Restrictions as advised by the relevant health authority.

Such exclusion would be without pay if that person is a paid employee of the Oakleigh Outside School Hours Care.

Please note:

The Oakleigh Outside School Hours Care is encouraged to access the information sheets available for child care from: <http://www.deir.qld.gov.au/workplace/business/childcare/index.htm>

These may be provided to Educators for further information and should be sourced and dated in the policy when accessed.

The Australian Immunisation Handbook is available from <http://www.immunise.health.gov.au/>

Information sheets from Queensland Health are available from at <https://www.health.qld.gov.au/hsu/information-sheets>

References

<http://www.health.qld.gov.au/immunisation/consumers/babies.asp#centres> accessed 08/08/11.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.16.1 Employee Immunisation Record

****Please Note**** This document remains strictly private and confidential and will be filed in your employee file.

Employee Name	Date of Birth
Position in Service	Date of Employment

The National Health and Medical Research Council (NHMRC) recommends that all Educators and other employees are immunised against:

- Pertussis (Whooping cough) – this is especially important for Educators and other employees caring for the youngest children who are not fully vaccinated.
- Measles/mumps/rubella (MMR) – for Educators and other employees born during or since 1966 who do not have vaccination records of two doses of MMR, or do not have antibodies against rubella.
- Varicella (chickenpox) – for employees who have not previously had chicken pox.
- Hepatitis A – young children may not show any symptoms however, they may be infectious. Additional vaccinations are recommended for special categories of Educators and other employees:
- Hepatitis B – for Educators and other employees who care for children with intellectual disabilities. Although the risk is low, seek advice about hepatitis B immunization if the children are unimmunized. Immunisation of the children should be encouraged.
- Japanese encephalitis – for Educators and other employees who work in the outer Torres Strait Islands for one month or more during the wet season.

Immunisation history

Vaccine	Immunity Status (immune/not immune)	Date vaccine given	Date vaccine given	Date vaccine given	Date vaccine given	Revision date
Hepatitis A						
Hepatitis B						
Pertussis (whooping cough)						
Influenza						
MMR						
Varicella (chickenpox)						
Other						

Immunisation acknowledgement

I,, acknowledge that I have received information about the risks of infectious diseases that my position at the Oakleigh Outside School Hours Care poses. I have been provided with written information about Oakleigh Outside School Hours Care procedures and I understand and acknowledge the implications of being exposed to such diseases as part of my work duties.

Employee	Signature	Date
Coordinator	Signature	Date

Immunisation objection

I do not wish to (please tick the appropriate statements):

- Disclose my previous vaccination history
- Undertake any recommended vaccinations ****Please Note**** - A Conscientious Objection letter, signed by a Medical Practitioner, **MUST** be provided

Consent to discuss immunisation history

I, do/do not consent for the Coordinator to discuss my immunisation history, with relevant stakeholders, in relation to my work duties and the risks posed if there is an outbreak.

Employee	Signature	Date
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8.17 Fit for Work Policy

The Oakleigh State School P&C Association believes that the safety of employees at work and any persons involved within the service (including children) is of paramount importance. In order to ensure the health and safety of all individuals associated with its operations, the Oakleigh Outside School Hours Care will take all reasonable steps to ensure that employees are in a fit and competent state to work safely.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Work Health and Safety Act 2011
- Duty of Care
- NQS Area: 4.2; 7.2, 7.3.
- Policies: 4.4 – Preventative Health and Wellbeing, 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.10 – Employee Orientation and Induction, 8.13 – Employee Health, 10.8 – Information Handling (Privacy and Confidentiality).



Procedures

****PLEASE NOTE**** some content of this policy has been adapted from the Australian Children's Services Employers Association (ACSEA) as best practice.

Interpretation

'Fit for Work': an employee is fit for work if they:

- Have a blood alcohol level of 0.00 and test negative for drug use: and
- Are physically able to carry out their duties, as per their job description.

'On duty': An employee is on duty at any time they are undertaking the duties and responsibilities associated with their contract of employment.

Responsibilities

The Oakleigh State School P&C Association/Coordinator will:

- Be responsible for assessing the fitness for work of employees under their control, while they are on duty;
- Immediately stand down any employee suspected to be under the influence of alcohol or other drugs; and/or
- Consider light duty options and/or stand down any employee who is not physically fit and capable of performing their duties.

Any such employees must not return to work until they are able to demonstrate that they are fit to work.

Each employee will:

- Ensure that they are not in an unfit state for any reason, including physical limitations and/or under the adverse effects of alcohol or other drugs;
- Notify the Coordinator of any concerns that their fitness for work may be impaired;
- Ensure that any prescription or non-prescription medication is taken safely and in accordance with the requirements as listed further in this policy; and
- Notify the Coordinator, or other responsible person, of any situation in which this policy has been breached, including;
 - Any situation in which other individuals are believed to be unfit for work;
 - The unauthorised possession or consumption of alcohol or other drugs on site or during work; and
 - Any other apparent breach of this policy.

All disclosed information will be dealt with in strictest confidence.

Employees should also be aware that rights to workers compensation or a common law claim may be affected if they are involved in a work related accident while under the influence of alcohol or drugs.

Alcohol

An employee must not be under the influence of or be affected by alcohol while on duty. This means that all employees are expected to have a 0.00 blood alcohol content at all times they are required to undertake the duties and responsibilities associated with their contract of employment.

If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is intoxicated, the Coordinator or OSHC Subcommittee MUST be contacted immediately. Such behaviours may include, but not be limited to:

- Slurred or impaired speech;
- Being aggressive in manner;
- Staggered, jerky movements, could seem uncoordinated;
- Heavy eyes and/or flushed face; and/or
- Dull, tired appearance

If the above concerns are raised regarding an employee, the Approved Provider may request a blood alcohol test, at the management expense. If the employee's blood alcohol content is higher than 0.00 they will be considered unfit for work immediately.

For the employee to return to work, the Approved Provider/Coordinator must be satisfied that they are fit for work and that they have a blood alcohol content of 0.00. Proof of which may include the undergoing of another blood alcohol test, at the employees expense.

An employee is prohibited from operating any machinery or equipment, including any motor vehicle, if they are under the influence of alcohol.

Alcohol must not be consumed anywhere within the grounds of the Oakleigh Outside School Hours Care, during work time. There may be occasions when alcohol may be consumed as part of a work function, or other recognised work event. Where the consumption of alcohol has been properly approved,

employees must continue to act in a sensible and responsible manner and with due care for their own and other people's safety and wellbeing. Failure to act in a sensible and responsible manner or to follow any directions with regards to the consumption of alcohol may result in disciplinary action as listed further in this policy.

The unauthorised possession or consumption of alcohol at the workplace will result in disciplinary action as listed further in this policy.

Drugs

Employees must not consume or be under the influence of any unlawful drug anywhere on the Oakleigh Outside School Hours Care premises or grounds or while on duty.

If any employee becomes aware of behaviours from which they might draw the conclusion that another employee is under the influence of drugs, the Coordinator or Oakleigh State School P&C Association must be contacted immediately.

If concerns of this nature are raised regarding an employee, the Approved Provider may request a drug test, at the management expense. This means that employees are expected to return a negative urine test for the following substances:

- Amphetamines;
- Cannabinoids/THC/Marijuana;
- Opiates/Barbiturates;
- Benzodiazepines;
- Cocaine/Methadone; or
- LSD.

If an employee tests positive for any other substance, the Oakleigh State School P&C Association may obtain relevant expert advice to determine whether the employee will be considered fit for work.

If an employee tests positive for drugs they will be considered unfit for work immediately. For the employee to return to work, the Oakleigh State School P&C Association must be satisfied that they are fit for work. Proof of which may include the undergoing of another urine drug test, at the employees expense.

An employee must not cultivate, sell or have in their possession or control any unlawful drug or drug taking implement anywhere on the education and care service premises or grounds or while on duty.

If the Oakleigh State School P&C Association becomes aware that you have, or have had, in your possession or control, or are cultivating or supplying unlawful drugs or drug taking implements, whether for profit or otherwise on the Oakleigh Outside School Hours Care premises or grounds or while on duty, they will notify the police and actively assist them in their enquiries.

Any drugs prescribed by a medical practitioner must be used in accordance with medical advice. Any non-prescription drugs must be used in accordance with manufacturers' recommendations. If an employee is taking prescription or non-prescription drugs, which could cause drowsiness or otherwise affect their fitness for work, they must advise the Coordinator so that their ability to work safely can be monitored. If necessary, a medical opinion may be obtained.

The unauthorised possession or consumption of illegal drugs at the workplace will result in termination of employment.

Alcohol and Drug Testing Requirements

Testing may be carried out when/where:

- An employee is involved in an incident or accident;
- An employee displays:
 - Unsafe behavior;
 - Causes injury to any other person;
 - Commits an act of negligence or carelessness; and/or
 - Shows disregard for safety.
- There is reason to believe that an employee is affected by alcohol or drugs; and/or
- Evidence of alcohol or drug use at the workplace is discovered and the employee or employees concerned can be identified with reasonable certainty.

An employee who does not co-operate fully with the administration of an alcohol or drug test without a legitimate reason will not be able to return to work until they have co-operated and provided a breath and/or urine sample for analysis.

Employees who refuse will be required to take unpaid leave until they co-operate. Refusal to co-operate will result in disciplinary action.

Interference with testing – the actual or attempted adulteration, substitution or other interference by a person with a test sample or result, will result in disciplinary action which may include termination of employment.

Disciplinary Procedures

The Oakleigh State School P&C Association may take the following disciplinary action where an employee is found to be under the influence of alcohol or other drug;

- Immediate termination;
- Final warning; and/or
- Warning.

The appropriate disciplinary action will depend on the individual circumstances of each matter. In making any decisions, the Oakleigh State School P&C Association will take into account factors including, but not limited to:

- The seriousness of the employees behavior;
- The risk posed to the safety of employees and others; and
- Any previous breaches of this policy.

An employee who receives a warning will be counseled by the Oakleigh State School P&C Association regarding:

- The 'Fit for Work Policy' and the obligations and responsibilities under it;
- The serious and unacceptable nature of the person's behavior;
- The risk posed for the safety of the employee and others;
- The employees responsibility to demonstrate that the problem has been effectively addressed;
- The consequences for future breaches of this policy; and
- The reasons why the person has used alcohol or other drugs to the extent that they are in an unfit state.

The employee will be advised that they may be monitored for a period of time to ensure that the problem has been addressed and that during this period they may be subject to periodic alcohol and drug testing.

The employee will receive a written warning which will reflect the key points covered in this process. A copy of this will be placed on their personnel file.

Employees will not be paid for the period which they are unfit for work.

An employee who receives a final written warning will be counselled by the Oakleigh State School P&C Association as set out above and will be required to demonstrate that the threat to work performance and/or safety has been effectively addressed before they are permitted to return to work.

The final written warning will have the effect that any further breaches of this policy may result in termination of their employment. A copy of the warning will be placed on their personnel file.

Fatigue

Work related fatigue may arise from situations requiring concentration for extended periods during work hours, working in extreme temperatures or working in high-risk situations.

Non-work related fatigue is generally the result of poor quality or inadequate sleep which may be caused by a number of reasons, including sleep disruption, ill family members, distress, domestic responsibilities or a second job.

The Coordinator is responsible for ensuring roster cycles are monitored and reviewed to address the potential for fatigue, especially among employees engaged in split shifts and/or potentially hazardous activities.

The Coordinator is responsible for ensuring shift lengths are monitored to prevent excessive time working. Provision will be made on all shifts for appropriate rest breaks during and between shifts to ensure that employees have adequate opportunity for rest.

The Coordinator will take all practical steps to assess and manage the work environment to minimise the impact of fatigue.

The service will provide appropriate information and education on the causes and management of fatigue, and will arrange for all individuals to be made aware of their responsibility to prevent impairment of their fitness for work through fatigue.

Physical Ability

The Coordinator is responsible for ensuring that all employees are fit and able to perform their duties, when arriving for their shift.

To be considered physically capable of performing their duties, the employee must be able to move about freely, particularly in the case of emergency or risk of harm to others.

As per their job description, the employee must be able to interact with the children and actively contribute to the activities, experiences and routines of the Oakleigh Outside School Hours Care. This may include, but not be limited to physical activities such as walking, running, standing, crouching and kneeling.

Confidentiality

Confidentiality is vital in promoting the effectiveness of this policy and all reasonable efforts, consistent with safety, legal requirements and common sense, must be made to maintain an individual's privacy.

Information relating to an employees' fitness for work must be transmitted, used and stored in a confidential manner in accordance with the Information Handling Policy (policy 10.8).

The disclosure of confidential information may be required to those persons who have a legitimate 'need to know'. Typically this will be only to those persons who have a responsibility for ensuring the employees' safety and performance. Disclosure will be limited to the information necessary to address the situation. The Oakleigh State School P&C Association/Coordinator will inform the employee as to:

- The reason or need for disclosure;
- To whom the disclosure will or has been made; and
- The extent of information that will or has been disclosed.

References

(ACSEA, 2006)

<http://acsea.org/media/Documents/employment%20documents/fitness%20for%20work%20policy.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.18 Employee Retention Policy

The Oakleigh State School P&C Association recognises the importance of retaining quality employees who demonstrate ongoing commitment to their work with children and families and use professional standards to guide their practice. The development and retention of quality employees ensures continuity and ensures that the school aged care program is responsive to the needs of children as individuals and in groups.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Relevant Industrial Awards
- NQS Area: 4.1; 4.2; 7.1, 7.2., 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 8.12 – Employee Qualifications – Monitoring Progress.



Procedures

The Oakleigh Outside School Hours Care will develop clear policies and procedures in relation to employee vacancies to ensure key values, skills and attributes are identified when advertising vacancies.

The Oakleigh Outside School Hours Care will ensure policies and procedures are developed and implemented in relation to employee orientation and induction with individual checklists completed to ensure all aspects of the employee's job/role are discussed.

The Oakleigh Outside School Hours Care will develop clear policies and procedures in relation to employee performance reviews with identified strategies in place to manage ongoing learning and professional development.

The Oakleigh Outside School Hours Care will develop exit interview strategies to ascertain reasons for staff turnover with the intention to develop strategies to promote job satisfaction for existing employees.

The Oakleigh Outside School Hours Care will actively work towards supporting Educators to develop professionally through:

- Encouraging attendance at workshops;
- Supporting networking opportunities;
- Supporting higher education and qualification attainment;
- Enabling 'on the job' development and learning through coaching, mentoring and effective leadership; and
- Providing regular opportunities for team members to come together and share thoughts and ideas enabling critically reflective practice.

The Oakleigh Outside School Hours Care may provide benefits for employees who demonstrate an ongoing commitment to their role and will use professional standards effectively to guide their practice through employee acknowledgement programs which may include:

- Employee of the month;
- Appreciation certificates;
- Career advancement/promotion;
- Staff fee discount;
- Other rewards as deemed appropriate by management.

References

<https://www.davidsoninstitute.edu.au/learning-centre/business/articles/developing-a-staff-retention-strategy>
<http://www.dixonappointments.com.au/-500862/staff-retention>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.19 Employee Counselling and Disciplinary Procedures Policy

The Oakleigh State School P&C Association acknowledges that, from time to time, employee behaviour and performance may fall below the expected standards as detailed in the specific job description and orientation/induction processes. The purpose of this policy is to establish an equitable and consistent approach to addressing unsatisfactory work performance and/or conduct by:

- Ensuring counselling takes place to reinforce the expected performance or conduct standards;
- Establishing a process under which warnings may be issued and discussed; and
- Providing for disciplinary action when performance or conduct does not improve.

Definitions

'Counselling': The discussion and analysis of issues which affect an employee's conduct and/or work performance. Counselling is used to improve an employee's performance where their behaviour or performance doesn't meet required expectations.

'Unacceptable performance': Is when the employee's performance remains unacceptable following a reasonable period of performance improvement.

'Misconduct': When an employee breaches their obligations under their contract of employment. Examples of misconduct may include but are not limited to:

- Breaches of policies, codes of conduct and other reasonable instructions;
- Unauthorised absence from work;

'Serious Misconduct': When an employee breaches their obligations under their contract of employment to an extent that it is reasonable to discontinue their employment. Examples of serious misconduct may include but are not limited to:

- Dishonesty and fraud;
- Bullying, fighting or abusive behaviour;
- Sexual harassment;
- Drunkenness and drug use;
- Acting in an unsafe manner;
- Misusing confidential information;
- Damage or misuse of Oakleigh Outside School Hours Care equipment and resources;
- Breach of any act or legislation relating to their employment.

'Disciplinary action': Action taken by the organisation to deal with any actual, alleged or perceived breach of legislation, policies, codes or other standards of work performance and/or conduct.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Duty of Care
- Privacy Act 1988 and Regulations 2013
- Fair Work Act and Regulations 2009
- Prevention of Workplace Harassment Advisory Standard 2004
- Relevant Industrial Award or Agreement
- NQS Area: 4.2; 7.1, 7.2, 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.5 – Volunteers, 8.6 – Employee and Volunteer Grievance, 8.8 – Employee Performance, Review and Management, 8.9 – Employee Code of Conduct (the Code), 8.10 – Employee Orientation and Induction, 8.17 – Fit for Work, 10.8 – Information Handling (Privacy and Confidentiality)



Procedures

Service responsibilities

The Oakleigh Outside School Hours Care acknowledges that the principle objective of counselling employees is to draw allegedly inappropriate behaviour and/or unacceptable performance to the attention of an employee. If their performance/behavior is proven, it is the services's responsibility to explain to the employee the potential and/or actual consequences of that performance and/or behavior. The service aims to assist the employee in achieving and maintaining behaviour and performance that is consistent with the Oakleigh Outside School Hours Care's policies, procedures and practices.

The Oakleigh State School P&C Association has developed disciplinary procedures designed to address OSHC employee conduct that impedes the operation of the service whilst ensuring all parties receive procedural fairness and due process in a timely and effective manner. Oakleigh Outside School Hours Care management reserve the right to amend procedures depending on the facts of each situation and the nature of the offence.

The Oakleigh Outside School Hours Care will treat all allegations of unacceptable performance and/or misconduct as serious and take prompt action to address identified issues, irrespective of whether they be minor or more serious. If action (as per the counselling and disciplinary procedures) cannot be taken immediately, the employee concerned should be advised as soon as possible of when and where that follow-up action will take place.

The Oakleigh State School P&C Association/Coordinator may conduct a workplace investigation in cases of allegations of serious misconduct. The employee who has been accused of the allegation will be informed of the matter verbally, and in writing, and will be advised that they may be stood down on full pay until the workplace investigation has been completed. The workplace investigation will include the gathering of relevant information, written statements, interviews, documents and other records. Other employees may be required to be interviewed as part of the investigation. Further disciplinary action will depend on the results of the investigation.

All persons involved in any way with the counselling and disciplinary processes must retain confidentiality at all times. The employee may choose to discuss the matter with a nominated support person and may elect to bring them along to any interview or counselling session conducted under the formal components of the process.

The Oakleigh Outside School Hours Care counselling and disciplinary procedures will have three distinct, but not necessarily sequential components:

- Informal counselling (face to face feedback);
- Formal counselling; and
- Disciplinary procedures (including warnings).

The decision as to which of the three components initially apply will be based on the seriousness of the employee's behaviour and/or performance and will depend on the facts and circumstances as identified by, or conveyed to, the service Coordinator.

Where the Oakleigh Outside School Hours Care Coordinator has not identified the behaviour and/or performance issue first hand, sufficient facts must be gathered to determine the seriousness of the behaviour and the appropriate action. Direct observations may be undertaken by the service Coordinator to determine validity of allegations. Immediate action must be taken if there are serious concerns about an employee's conduct. As part of the process of establishing the facts, the service coordinator may:

- Assess relevant documentation;
- Interview person/s who may (or should) have knowledge of the employee's behaviour; and
- Document what has occurred.

Informal counselling

Informal counselling and/or face to face feedback given by the Oakleigh State School P&C Association/Coordinator will normally occur when the employee's behaviour is such that formal disciplinary action is not appropriate.

Where it is established during the informal discussion that the behaviour expectations have not been met, feedback given must be constructive and delivered to encourage the employee to achieve and maintain expected behaviour/performance standards.

If the discussion confirms that misconduct has occurred, the employee should be:

- Advised of how the behaviour and/or performance is inconsistent with the Oakleigh Outside School Hours Care expectations and their employment contractual obligations;
- Provided with an opportunity to respond to the concern and to raise any other matter that they consider relevant; and
- Engaged in jointly identifying a plan of action to improve performance standards or outline the appropriate conduct expected.

After the informal counselling session the Oakleigh Outside School Hours Care Subcommittee/Coordinator will keep a diary note of the discussion and where appropriate, plan a subsequent discussion with the employee to review the behaviour or performance.

Formal counselling

Formal counselling will normally occur when:

- The employee has previously been counselled informally but behaviour has not improved to the expected standard (unacceptable performance);
- The employee's misconduct is such that formal counselling is appropriate.

The formal counselling session will take place as soon as possible after the behaviour and/or performance issue is identified with the employee being advised in writing of:

- When and where the interview will take place;
- The matter/s that will be discussed (i.e. specific details of the alleged unacceptable performance/misconduct);

- Their opportunity to respond; and
- The opportunity for them to bring a support person/observer to the interview.

At the meeting the Coordinator and employee will review and discuss the allegations of unacceptable performance and their responses to these allegations as well as any additional incidents, information and prior relevant corrective action plans.

At the conclusion of the formal counselling session the coordinator will complete an employee counselling report, to be signed and dated by the employee as a true and correct record of discussions, agreed actions and timeframes. A record of the meeting will be provided to the employee by way of a letter confirming:

- The issue of concern;
- Any assistance/support to be provided (if relevant);
- Date and time for subsequent meeting; and
- Disciplinary action taken with the possibility of further action should the required expectations for behaviour and/or performance not be achieved.

Disciplinary action

Disciplinary action may be taken where the alleged misconduct and/or unacceptable performance continues, or is of a serious nature. Disciplinary action may include written warnings and/or termination of employment.

Written warnings

The purpose of a written warning is to emphasize to the employee that their misconduct or performance is unacceptable and to make clear that further disciplinary action may be taken. A written warning may be given to an employee when:

- The employee has previously been through the formal counselling process and has not met the required standards or expectations; or
- The employee's performance or misconduct is of a serious nature and requires immediate action.

Written warnings must also detail the support and/or training to be provided to the employee as well as the expected timeframes for review of the identified issue/s.

Show cause meeting

The purpose of this meeting is to ask the employee to show cause as to why their employment should not be terminated. Depending on the circumstances, the employee may be stood down on full pay until a meeting is scheduled. Employees will be required to respond, in writing and prior to the scheduled meeting, addressing the allegations and their reasons why employment should not be terminated.

Requests for an employee to attend a show cause meeting shall be made in writing outlining:

- When and where the meeting will take place;
- Who else will be involved in the meeting (i.e. management representative of P&C President or OSHC Chair)
- The specific issue that will be discussed (i.e. alleged unacceptable performance /misconduct);
- Their opportunity to respond; and
- The opportunity for them to bring a support person/observer to the meeting.

At the meeting the management representative, Coordinator and employee will review and discuss the allegations and their responses to these allegations as well as any additional incidents, information and prior relevant corrective action plans. A decision surrounding the employee's continued employment will be made at this meeting.

Employees terminated as a result of misconduct or unacceptable performance will be given notice as per their Industrial Award and will receive any outstanding leave and/or TOIL entitlements (if applicable). Terminated employees will be issued with a statement of service.

Management reserve the right to seek independent industrial relations advice to assist in this process.

Instant dismissal

Serious misconduct, (as identified at the beginning of this policy) will not be tolerated and may result in the instant termination of employment.

Management responsibilities

The Oakleigh State School P&C Executive is responsible for ensuring that the service adheres to the disciplinary process and that reasonable support is provided to ensure the process is fair and that the employee has every reasonable opportunity to change the unsatisfactory pattern of their behaviour.

At each stage of the disciplinary process, management may obtain advice, particularly in the preparation of written warnings and/or termination. This process shall be implemented within the context of the appropriate industrial awards and in accordance with relevant State and/or Commonwealth legislation.

References

ACSEA. (2006). *employee manual*. brisbane: ASCEA.
 Department of Education and Training. (2015, February). *Tip sheet for Parents - Home alone*. Retrieved from deta.gov.au: <http://deta.qld.gov.au/earlychildhood/pdfs/tip-sheets/pts-home-alone.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.20 Workplace Sexual Harassment Policy

The approved provider is committed to ensuring the working environment is free from sexual harassment and one in which all employees are treated with dignity, courtesy and respect. This includes any work-related activities such as conferences, work functions and/or excursions.

Definition

'Sexual Harassment' is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended.

Sexual harassment in the workplace can take many different forms and may include:

- Staring, leering or unwelcome touching;
- Suggestive comments or jokes;
- Unwanted invitations or requests for sex;
- Intrusive questions about a person's private life or body;
- Insults or taunts based on sex;
- Sexually offensive communications (phone, email, SMS or other social media).

Sexual harassment is not behaviour which is based on mutual attraction, friendship and respect. If the interaction is consensual, welcome and reciprocated it is not sexual harassment.

Sexual harassment doesn't have to be repeated or continuous to be against the law.

Examples of sexual harassment being offences under criminal law include:

- Physical molestation or assault;
- Indecent exposure;
- Stalking;
- Obscene communications (telephone calls, letters, etc.).



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Work Health and Safety Act 2011 and Regulations 2011
- Sexual Discrimination Act 1984
- Anti-Discrimination Act 1991 (QLD)
- Fair Work Act and Regulations 2009
- NQS Area: 4.1; 4.2; 7.1, 7.2, 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.6 – Employee Volunteer and Grievance 8.9 – Employee Code of Conduct (the Code), 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures, 10.8 – Information Handling (Privacy and Confidentiality)



Procedures

The Oakleigh State School P&C Association has a legal responsibility to prevent sexual harassment in the workplace, therefore the Coordinator and other members of management have a particular obligation to:

- Model appropriate behaviour;
- Promote this policy;
- Treat all complaints seriously and attend to them promptly;
- Monitor the work environment; and
- Seek expert help for complex or serious matters.

The Oakleigh State School P&C Association will take disciplinary action against any employee found to have breached this policy, which may include:

- An official warning and note on the employee's file;
- A formal apology;
- Counselling;
- Demotion; or
- Dismissal for serious misconduct.

Complaints of sexual harassment will be dealt with as per the Employee and Volunteer Grievance Policy and will be dealt with as per the Employee Counselling and Disciplinary Procedures Policy.

References

ACSEA. (2006). *employee manual*. brisbane: ASCEA.
 Department of Education and Training. (2015, February). *Tip sheet for Parents - Home alone*. Retrieved from deta.gov.au: <http://deta.qld.gov.au/earlychildhood/pdfs/tip-sheets/pts-home-alone.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.21 Educator Uniform and Personal Presentation Policy

The Oakleigh State School P&C Association requires that Educators and other staff, engaged to work with children at the Oakleigh Outside School Hours Care, present themselves and wear a standard of dress appropriate to the circumstances and environment in which they will be working. In administering this policy, consideration will be given to any work, health and safety requirements as well as the need to ensure that clothing worn by Educators is neither offensive nor hazardous.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Work Health and Safety Act 2011 and Regulations 2011
- Relevant Industrial Agreement
- NQS Area: 4.2.1; 7.1.2, 7.3.5.
- Policies: 8.1 - Role and Expectations of Educators, 8.3 - Recruitment and Employment of Educators, 8.5 – Volunteers, 8.6 – Employee and Volunteer Grievance, 8.9 – Code of Conduct (the Code), 8.10 - Employee Orientation and Induction



Procedures

A high standard of personal presentation is required from all Educators and other staff at all times whilst on duty at the service. Educators are required to maintain a high level of personal hygiene and all clothing should be clean, pressed and in good condition.

Failure to follow the coordinator's direction and/or blatant violation or repeated violations of this policy may result in disciplinary action.

Dress Code

Educator's dress and appearance should be professional and conducive to active participation with children. Clothing worn to comply with cultural or religious standards is allowable as long as it does not pose a foreseeable risk to health and safety at work.

Upon employment, Educators and other staff may be issued with a service uniform shirt which must be kept laundered and in good condition. Educators will receive a weekly laundry allowance, as per the relevant industrial award.

All Educators and other staff will be required to wear the service uniform shirt while on duty at the Oakleigh Outside School Hours Care. The service uniform shirt can be worn prior to, and after their designated shift however, whilst in the public view, the educator will be required to conduct themselves in a manner that will not be detrimental to the reputation of the service.

Prior to receiving their allocated service uniform shirt, Educators will not be permitted to wear clothing that is:

- Tight or revealing (i.e. midriff tops, clothing that reveals undergarments, shirts with spaghetti straps, low-cut tops); or
- Displaying inappropriate images or words; or
- Damaged, including clothing that is ripped or torn.

Educators will be required to supply their own shorts or pants with consideration given to the appropriateness of such clothing when actively working with the children. Shorts and/or pants are required to be no shorter than mid-thigh length with consideration given to ensuring that no part of their buttocks are exposed.

Where Educators are required to attend special events, conferences, courses or seminars the service uniform requirements still apply unless specifically directed by the Coordinator or OSHC Subcommittee.

Educators will be provided with a service name badge and/or identification card which must be worn whilst on duty at the Oakleigh Outside School Hours Care. Name badges and/or identification cards must be kept clean and should be worn so that they are clearly visible.

In some circumstances it may not be practicable for Educators or other staff to wear the service uniform such as during pregnancy or for religious requirements. In such cases, Educators and other staff should comply with the general presentation requirements and seek approval from the Coordinator or OSHC Subcommittee.

If the Coordinator determines that the educator's dress or appearance does not comply with this policy, a determination will be made as to whether the educator is allowed to remain at work or must leave work to change his/her dress. In any circumstance that an educator is requested to return home and change the Coordinator will ensure that the educator to child ratios of the Oakleigh Outside School Hours Care are maintained.

Educators who leave the employ of the Oakleigh Outside School Hours Care will be required to return all service uniform shirts in a clean and laundered state. Old or unwanted uniform items should not be given to charities, other people or organisations but should be returned to the Coordinator for disposal.

Personal Protection Clothing

The service will ensure that uniform shirts supplied comply with recommended SunSmart guidelines and include a collar and mid-length sleeve.

In order to comply with the SunSmart Policy of the service, Educators and other staff will be required to wear a broad-brimmed hat when outdoors. Educators will be responsible for supplying their own broad-brimmed hat and ensuring it is at the service when required.

Educators will be required to wear enclosed and protective footwear at all times. The standard requirement will be a sandshoe or jogger however, consideration may be given to other types of footwear provided that it encloses the foot and is not a strap-on type of footwear. All footwear must meet the work, health and safety requirements of the service and be conducive to active participation with the children.

Personal Safety

Educators or other staff with long hair are required to secure their hair and tie it back when working with the children and/or handling and preparing food.

Work, health and safety requirements must be considered when determining if jewelry, body piercings and/or other accessories worn by Educators are appropriate when working with children. Educators will be encouraged to:

- Wear small sleeper or stud type earrings;
- Minimise the wearing of large or protruding rings; and
- Minimise the wearing of long, dangly necklaces;

To ensure their safety and that of the children and colleagues, Educators are requested to maintain their fingernails at a safe and workable length and to minimise any nail decorations and/or embellishments.

Personal Appearance

Educators are expected to maintain a high standard of personal care, ensuring that their:

- Hair is clean and tidy;
- Personal hygiene includes deodorant and/or antiperspirant; and
- Choice of clothing is laundered and kept in good repair.

The service acknowledges the educator's right to individual cultural and creative expression through piercings (facial, tongue or body) and/or tattoos however, there is an expectation for Educators to ensure that:

- All piercings comply with the service's work, health and safety requirements; and
- Tattoos visible to children and families are non-offensive.

References

ACSEA. (2006). *employee manual*. brisbane: ASCEA.
 Department of Education and Training. (2015, February). *Tip sheet for Parents - Home alone*. Retrieved from deta.gov.au: <http://deta.qld.gov.au/earlychildhood/pdfs/tip-sheets/pts-home-alone.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.22 Educator Interactions with Families - Professional Boundaries Policy

The Oakleigh Outside School Hours Care acknowledges that throughout the course of providing education and care to children, Educators develop trusting and supportive relationships with families. These relationships have been known to extend beyond the professional boundaries of the service. This policy outlines the procedure for managing the connection between professional boundaries and personal relationships to ensure the safety and wellbeing of all stakeholders.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Regulations 2000
- Duty of Care
- Code of Conduct (the Code)

NQS Area: 4.2.1; 5.1.1; 5.2.3; 7.1.2; 7.3.

Policies; 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.14 – Employee Online Social Networking, 9.3 – Communication with Families,

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Procedures

Educators who are personally friendly or are in existing relationships with family members of children who attend the Oakleigh Outside School Hours Care (such as brother, sister, aunt, uncle, etc.) shall declare such relationships to the Coordinator so that professional boundaries and expectations can be clarified.

On occasion, Educators may be requested by families to attend personal events (such as birthday parties) or to provide services for their children such as babysitting. To this end, the following protocols shall apply:

- Educators who are requested to attend personal family events or to provide services (such as those mentioned above) will be required to disclose these to their employer (date, location and time) and whether they choose to attend;
- Any employee/employer arrangements made between an educator and the family shall be completely independent of the relationship between the Oakleigh Outside School Hours Care and the employee;
- The conduct of the educator is not guaranteed by the Oakleigh Outside School Hours Care for any work conducted outside of the service. This includes references to suitability checks and employment history; and
- Educators will be cautioned about taxation and income declaration implications should the engagement of services involve payment.

Educators engaged by families to provide private child care services outside the Oakleigh Outside School Hours Care operating hours will be encouraged to maintain ethical practices and standards including:

- Maintaining confidentiality, respect and the families right to privacy; and
- Demonstrating behavior that enriches the provision of care and advances the OSHC profession
- Families will be encouraged to use reputable babysitting/child minding agencies to provide such services should they need care outside of Oakleigh Outside School Hours Care operating hours.

References

<http://www.health.gov.au/internet/publications/publishing.nsf/Content/drugtreat-pubs-front11-fa-toc~drugtreat-pubs-front11-fa-secb~drugtreat-pubs-front11-fa-secb-2~drugtreat-pubs-front11-fa-secb-2-3>

<http://careers.socialworkers.org/documents/Professional%20Boundaries.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.23 Equal Opportunity and Anti-discrimination Policy

The Oakleigh State School P&C Association works to ensure that all decisions made promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, and from sexual harassment and certain associated objectionable conduct. This document details the procedures and steps taken to promote both equal opportunity and anti-discrimination in the workplace.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Anti-Discrimination Act 1991 (QLD)
- NQS Area: 4
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.5 – Volunteers, 8.7 – Workplace Harassment and Bullying, 8.10 – Employee Orientation and Induction, 8.19 – Employee Counselling and Disciplinary Procedures.



Procedures

In accordance with the Anti-Discrimination Act 1991 (Qld) the prohibited grounds of discrimination on the basis of certain attributes includes discrimination on the basis of the following attributes:

(a) sex; (b) relationship status; (c) pregnancy; (d) parental status; (e) breastfeeding; (f) age; (g) race; (h) impairment; (i) religious belief or religious activity; (j) political belief or activity; (k) trade union activity; (l) lawful sexual activity; (m) gender identity; (n) sexuality; (o) family responsibilities; (p) association with, or relation to, a person identified on the basis of any of the above attributes.

When making decisions with regards to the workplace and workers, the executive and managers will demonstrate thoughtful decision making processes to minimise the potential for discriminatory practices of either a direct or indirect nature.

The Oakleigh State School P&C Executive will ensure that all workers are treated on an equal opportunities basis having regard to the need and capacity of the business and any unreasonable hardship that may result as either an intended or unintended outcome of decisions.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.24 Payment of Employees Policy

The Oakleigh State School P&C Association as the employer acknowledges the importance of ensuring that employees receive their correct payment of wages in a timely and efficient manner.



Relevant Laws and other Provisions

- Relevant Awards including:
 - Children’s Services Award 2010
 - Parents and Citizens Associations Award – State 2016
 - Education Services (Schools) General Staff Award 2010
- Fair Work Act 2009
- Policies: 8.3 - Recruitment and Employment of Educators, 8.11 - Employee Leave Policy, 8.12 -Employee Performance Monitoring, Review and Management



Procedures

Award compliance

A current copy of the relevant award is be available at the service in a location accessible to employees.

All minimum conditions prescribed under the award shall be complied with.

The service may seek membership with an appropriate advisory body in dealing with industrial relations matters.

Payments to employees

Employees will be required to submit a timesheet for approval to the employer or the employer’s delegate by each Friday, fortnightly by 6pm.

The timesheet will be reviewed within a 24 hour period and processed once approved.

Incomplete and inaccurate timesheets will not be approved and the employee will be requested to rectify the oversights within a reasonable timeframe.

Intentionally inaccurate timesheets may be considered fraudulent when hours claimed to have been worked, have not been worked.

Claims for additional hours must be approved by the employer prior to being worked, other than in the event of an emergency or unforeseen event such as a parent being late to collect a child. Additional hours will be accrued as TOIL (time off in lieu) - instead of paying for overtime and taken in accordance with the Award.

Pay slips will be forwarded to an employee within one day of their pay being processed.

Date of Development	Date Ratified	Date of Review
November 2017	June 2019	June 2020

8.25 Employee Remuneration and Entitlements Policy

The Oakleigh State School P&C Association recognises the value of a high quality workforce and acknowledges the contribution that pay and conditions have on employee satisfaction and performance. As the Approved Provider they will ensure that all employees are appropriately remunerated and that they receive entitlements in accordance with conditions that are no less than those prescribed in the relevant award.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Relevant Awards including:
 - Children's Services Award 2010
 - Parents and Citizens Associations Award – State 2016
 - Education Services (Schools) General Staff Award 2010
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 4.2; 7.1, 7.3.

- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.18 – Employee Retention Policy, 10.1 – Quality Compliance, 10.6 – Service Supervisor Certificate Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



Procedures

Award compliance

A current copy of the relevant award is available at the service in a location accessible to employees in the timesheet folder.

All minimum conditions prescribed under the award shall be complied with.

The service may seek membership with an appropriate advisory body in dealing with industrial relations matters.

Negotiated above award conditions

To ensure the Oakleigh State School P&C Association is able to provide a competitive employment arrangement they may enter into negotiated arrangements. In making such a decision, the employer will consider:

- Performance;
- Experience;
- Qualifications;
- Skills and knowledge;
- Efforts;
- Quality;

- Client satisfaction;
- Compliance history;
- Business, educational and change leadership; and
- Innovation and strategic planning.

Remuneration of the Responsible Person

Employees remunerated at lower levels who are asked to, are deemed capable of and agree to act as the Responsible Person-in-Charge, shall be remunerated an hourly award-based payment for acting in such a role as determined appropriate.

Entitlements and allowances management

Employees are paid entitlements and allowances in accordance with the Award. Employees will be required to submit an entitlement and allowance claim form with their timesheet in the relevant pay period.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.25.1 (a) Entitlement and Allowance Claim Form

Insert Name of Service

Employee name: _____ **Position:** _____

Date	Travel from (starting point of journey):	Travelling to (destination):	Reason for travel (official business)	Km travelled	Office use only	
					Rate	Total
Date	Entitlement/ Allowance	Rate	Reason for entitlement	Days claimed		

Signature of employee: _____ Authorised by: _____ Date: _____

8.25.1 (b) Staff Expense Claim Form

Staff Expense Claim Form

Date	
Name	
Reason for Purchase	

MYOB Code + Description	Company	Amount	Receipt attached
		\$	Y
		\$	Y/N
		\$	Y/N
		\$	Y/N
	TOTAL	\$	

Typically, the reimbursement sum will be deposited into the nominated account with fortnightly wages. Please list details below for an alternate account:

Account Name	
BSB	
Account Number	

Please Note the following:

1. All purchases on the receipt are for OSHC
2. Please no combination receipts (part OSHC / part personal)
3. Procedure Soft (electronic) copies:
 - a. Email this Reimbursement Form plus scanned copies of receipts to the OSHC Coordinator.
 - b. Receipts are generally reimbursed within 2 weeks after submission
4. No payment over \$200 will be reimbursed without prior approval from OSHC Subcommittee

OFFICE USE ONLY:	OFFICE USE ONLY:
Approved	/ /
Paid	/ /
Entered / Reconciled	/ /

Online link to this form can be found
<https://oakleighss.eq.edu.au/Supportandresources/Formsanddocuments/Documents/OSHC/OSHC-Reimbursement Form 1.1.pdf>

8.26 Higher Duties Policy

The Oakleigh State School P&C Association as the Approved Provider of Oakleigh Outside School Hours Care acknowledges that Educators will from time to time be requested to act as the Responsible Person in Charge. In accordance with the service’s policy for determining the Responsible Person, it is acknowledged that an educator must provide informed consent prior to undertaking this additional responsibility. Those Educators who provide consent to act in this position shall be remunerated at a level consistent with the additional responsibilities.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Relevant Awards including:
 - Children’s Services Award 2010
 - Parents and Citizens Associations Award – State 2016
 - Education Services (Schools) General Staff Award 2010
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 4.2; 7.1; 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.18 – Employee Retention Policy, 10.1 – Quality Compliance, 10.6 – Service Supervisor Certificate Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



Procedures

The educator shall be provided with a clear position description that defines the differences in the responsibilities between the role of the educator and the additional duties of the responsible person in charge.

The Educators performing higher duties must give their signed consent to undertaking this additional responsibility and this will be maintained on the service’s Staff Record.

Remuneration for Educators performing higher duties will be calculated as per the relevant award.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

8.27 Employee Assistance Program Policy

The Oakleigh State School P&C Association as the Approved Provider of Oakleigh Outside School Hours Care acknowledges that Educators may from time to time need emotional or psychological support. An Employee Assistance Program (EAP) will be accessed and made available to employees when/as the need for counselling arises. This service will be free, professional and confidential for employees.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Relevant Awards including:
 - Children’s Services Award 2010
 - Parents and Citizens Associations Award – State 2016
 - Education Services (Schools) General Staff Award 2010
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 4.2; 7.1; 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 8.18 – Employee Retention Policy, 10.1 – Quality Compliance, 10.6 – Service Supervisor Certificate Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).



Procedures

Professional counselling from the designated Employee Assistance Program (EAP) will be sought to assist staff members through both personal and work related problems, including:

- Work pressure issues;
- Emotional stress, anxiety, conflict, tension, and depression;
- Separation, divorce, or relationship difficulties;
- Child and family issues;
- Personal trauma;
- Grief and bereavement;
- Health and lifestyle issues (including drugs, alcohol and gambling); and
- Financial and legal referral.

All support will be provided by qualified, experienced professionals with extensive training in counselling and workplace consulting.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020