

STAFFING POLICY

(Required regulation)

Policy Statement

New Lambton District OOSH (NLDOOSH) believes that our staff are crucial in the provision of the quality care our service provides. We aim to employ, develop and support the best staff to provide exemplary care for our children.

Our staff will be given clear guidelines regarding expectations on their conduct and will be provided with opportunities to further their skills and experience with professional development opportunities. Any staff grievances will be addressed quickly and effectively with a process that ensures confidentiality and encourages open and positive communication.

Procedures

Code of conduct

- a. Professionalism is always expected during the provision of care and when dealing with or discussing any and all matters related to NLDOOSH. Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff.
- b. Staff professional code of conduct, duty of care and expectations will be discussed in the initial orientation process of all new staff.
- c. Educators will be made aware of their duty of care and their responsibility in relation to the supervision, health and safety of the children.
- d. The Management Committee, in conjunction with the Nominated Supervisor, will immediately address any breach in the professional expectations outlined. If the concern involves the Nominated Supervisor, two representatives from the Management Committee will conduct the discussion.
- e. All discussions concerning staff conduct will be recorded and standards of behaviour and expectations clearly explained. Any further problems with a staff member will be addressed by following NLDOOSH complaints process as detailed below.
- f. Staff will be made aware of the centre's philosophy and policies and will be expected to follow these. Should staff have any concerns with the policies they are to raise them with the Nominated Supervisor or Committee Liaison Officer.

- g. Staff will be expected to know, understand and perform their duties as per their Job Description and Agreed Responsibilities.
- h. Staff will be expected to maintain and improve their skills through participation in staff training and development opportunities. The Committee will ensure that monies are made available in the budget for staff training.
- i. All permanent educators are trained in advanced First Aid. The centre Coordinator is responsible for ensuring the currency of educators first aid training, the provision of professional development and training in child protection and incident management for educators.
- j. Staff will be expected to start duties on time and dress appropriately for their duties, in compliance with uniform requirements and work health and safety obligations.
- k. Staff must not attend work under the influence of drugs or alcohol.
- l. Staff should not attend work when they are unfit to do so due to injury or sickness and must inform the centre as soon as possible.
- m. Staff must only use language that is suitable for the context and that is not offensive to other staff, parents and children.
- n. Staff will always maintain confidentiality. Confidentiality is of the utmost importance to the operation of the centre. Please refer to NLDOOSH Confidentiality Policy.
- o. Staff must not share any information online about the centre, families or colleagues without express consent to what information will be used, and how it will be shared.
- p. The centre is a smoke free zone. Staff may not smoke in or around the building, on the school grounds, or in the sight of the children.
- q. Staff will be expected to know and follow the child protection policies.
- r. Staff members are expected to cultivate a positive working environment by developing and maintaining positive and professional relationships with other staff members, children and families of the centre.
- s. The maintenance of good teamwork will be an expectation outlined in all job descriptions.
- t. Staff will be shown Network's "Code of Professional Practice for OOSH Services".
- u. Any conflicts that arise must be addressed by following NLDOOSH grievance procedures.
- v. All Federal and State Legislations as well as centre policies and procedures must be adhered to whilst performing duties at NLDOOSH. Failure to abide by these legislations, policies and procedures will result in disciplinary action including reports to Governing Authorities.

Determining the Responsible Person present

- a. The Nominated Supervisor will nominate a Responsible Person for each shift.
- b. A labelled picture of the Responsible Person will be on display for families and visitors on our notice boards and the Responsible Person will sign in and be identified on the sign in sheet at each session.

Volunteers, students and visitors

Volunteers:

- a. All volunteers must be interviewed by the Nominated Supervisor and provide two suitable referees and, where possible, references before they will be able to work in the centre. All volunteers will be required to comply with the Working with Children Check guidelines unless they are under 18 years of age.
- b. The Nominated Supervisor will provide a modified induction to the centre, which will include a tour of the centre, introductions to educators, and the staff code of conduct. The Nominated Supervisor will ensure the volunteer is fully aware of their duties and the Centre's expectations.
- c. All volunteers will be required to sign on and off.
- d. Volunteers will be provided with a copy of the staff handbook to review before the commencement of volunteer work.
- e. Volunteers must adhere to all areas of confidentiality and are not to discuss children's development or other issues with parents.
- f. Volunteers should never be left alone with, or in charge of any children and will not undertake tasks that the employed educators normally do.
- g. Volunteers will be supernumerary when calculating basic educator/child ratios.

Students:

- h. Placements will be offered to students attending other registered training organisations and studying in a relevant field, such as childcare, teaching, and recreation or community services.
- i. The training organisation must initiate the placement, identify the student's suitability and work with the Nominated Supervisor in relation to times and expectations. The training organisation must also provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- j. All placements will be negotiated through the Nominated Supervisor and the placement will only be accepted at the discretion of the Nominated Supervisor based on issues such as the ability and availability of existing staff to supervise and assist students.
- k. Students will work the same hours as educators and will always be under the direct supervision of a trained educator.
- l. Students will not be included in the child/ educator ratios.
- m. Students will be made aware of and should adhere to all centre policies and procedures, including confidentiality.
- n. Students are not to discuss a child's development or other issues with parents/ guardians.
- o. Students should never be left alone with or in charge of any children and will not undertake tasks that the employed educators normally do.

p. Students will fulfill their own practicum requirements.

Visitors:

- q. Visitors may be invited to the centre to stimulate the children's program.
- r. Visitors to the centre are to sign in the visitor's book. Educators must then check the entry and ensure they sign out when leaving the service.
- s. Visitors could include local people or parents with a skill or ability to share with the children or staff or local community resources such as police, fire brigade etc.
- t. Professional access to the centre will be at the discretion of the Nominated Supervisor or when required by law to do so. Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, Allied Health Professionals, building inspectors and police officers.
- u. Any unwelcome/unauthorised visitors will be asked to leave the centre. If they refuse, the Nominated Supervisor or an educator directed by the Nominated Supervisor will call the police. They will be under constant supervision until they leave or are removed by the authorities.
- v. Staff are not to attempt to physically remove the unwelcome person but are to remain calm and keep the person calm for as long as possible. (See Emergency and Evacuation Policy).
- w. All people delivering items to the centres must first sign in at the School Office and then ensure they are always wearing a visible visitor's badge while on the premises.

Staff and Management Committee Member complaints procedure

General:

- a. All staff and management committee members will be given the guidelines for grievance procedures when they commence their role.
- b. To facilitate communication between staff and management, the management committee will annually appoint one of its members as the Staff Liaison contact.
- c. Staff and committee members will be offered the opportunity to participate in some form of conflict resolution training annually.
- d. All persons involved in the grievance should attempt to resolve the issue through informal discussion and problem-solving.
- e. Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves in a professional manner.
- f. Any problem, complaint, or concern arising between staff or between committee members should be managed by the persons concerned as close to the event as possible in order to avoid any escalation of the issue.
- g. A report will be made to the Regulatory Authority within 24 hours of the service receiving the complaint.

- h. Meetings of staff and/or committee members provide regular opportunities to raise and discuss general issues or concerns about the centre. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate.
- i. Either party may withdraw their complaint at any time; however where the grievance identifies other issues of concern, management may decide to investigate those issues.
- j. All complaints will be recorded and dated indicating the issue of concern and how it was resolved.

Formal complaint procedure:

- k. Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, a more formal approach should be taken.
- l. As appropriate, the Nominated Supervisor, or the Staff Liaison member of the management committee should now be briefed about the grievance and its current status.
- m. The grievance(s) will firstly be investigated by the Nominated Supervisor or Management Committee as appropriate.
- n. The investigation will involve:
 - interviews with both parties and/or witnesses
 - assessment of relevant documentation e.g. job descriptions, policies etc
 - preparation of a clear description of the issue
 - arrangement of a formal meeting between parties.
- o. A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial (having no input to the content of the meeting), and will prepare a written record of the outcome(s) of the meeting.
- p. Where the centre cannot identify a suitable impartial person, the management committee will agree to invite a qualified mediator to assist.
- q. The meeting will:
 - identify the issue(s) of concern and persons who are involved
 - arrange for all parties to be involved and to put forward their views
 - identify alternative solutions
 - Attempt to reach a mutually satisfactory resolution of the issue(s).
- r. At formal grievance resolution meetings, all parties are entitled to invite a support person to attend. This person does not provide input to the meeting but may offer support and advice to their party during the meeting.
- s. A confidential written record of the outcome of the meeting will be provided to all participants who are to acknowledge their agreement by signing a record. A signed copy will be kept with educators' files.

- t. The neutral party will inform the management committee of the meeting outcome(s).
- u. Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.
- v. If one party remains dissatisfied with the meeting's outcome(s) they should write to the management committee, within fourteen (14) days of receiving the recorded outcome of the meeting, asking that the process be reviewed or providing notice that they intend to pursue the grievance further through other suitable avenues, which include ACEQUA (Australian Children's Education and Care Quality Authority) and CS (Community Services).

Considerations

Name	Reference
Education and Care Services National Regulations	97, 98, 149, 150, 168, 173, 177
National Quality Standard	4.2, 7.1, 7.3.4
Other NLDOOSH policies/ documentation	<ul style="list-style-type: none"> • Outside School Hours Care (OSHC) Professional Standards for Educators • Grievance Procedure • Confidentiality Policy • Staff Recruitment Procedure • Emergency Situations Policy
Other	<ul style="list-style-type: none"> • National Law- Section 169 - Offence relating to staffing arrangements • National Law- Section 171 - Offence relating to direction to exclude inappropriate persons from education and care service premises • <i>Community Services Complaints, Appeals and Monitoring Act 1994 (NSW)</i>

Policy status

Policy developed	June 2019
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Policy owned by	Centre Coordinator