

Woden Valley Child Care Centre Association Incorporated

Date Reviewed:

June 30, 2021

Regulation:

Privacy Act 1988
Children Services Award

Standards:

4, 7

Absence Notification Procedure

AIM

Timely attendance is a critical aspect of every position. In order to plan for routine absences and arrange adequate cover for unscheduled absences, employees must ensure supervisors and managers are aware of their whereabouts.

This procedure details the expectations for requesting leave and notifying the company of an absence “calling in” both scheduled and unscheduled. This procedure should be read in conjunction with applicable company policies, procedures and memorandums of agreement and is not intended to supersede any directives contained in such policies and procedures.

General expectation

Employees are expected to work their full, approved schedule as directed, report to work on time each day and be ready to work at the start of each shift.

Whenever possible, employees should attempt to schedule routine medical appointments at the beginning or end of the workday, or in the manner that causes the least disruption to company operations.

Lunch and approved breaks may not be accumulated for later use, combined and/or used to shorten the workday.

Scheduled leave request

Scheduled Leave Requests

Requests by an employee to modify his/her schedule, to shorten or lengthen the lunch break, to work additional hours, or to take vacation or other leave—including leave without pay—should be requested and approved by a Director in advance.

Whenever possible, employees should submit requests for leave to their supervisor at least two weeks in advance. Leave may only be taken once approval is received from the

employee's supervisor. If the supervisor has not responded, it is the employee's responsibility to follow up and ensure the request has been received.

Leave may be granted at the supervisor's discretion, based upon operational needs.

Unscheduled Absences

Unscheduled absences, whether sickness, lateness or other reason, must be reported according to the following call-in procedure:

- Employees must call in at least 2 hours prior to their scheduled start time. In no event should an employee call later than 15 minutes prior to the start of their scheduled shift.
- Employees must speak to a live person. If the immediate supervisor is not available, the employee should leave a message, including a number where the employee can be reached, then continue to call the manager, alternate supervisor, and assigned lead worker until the employee is able to speak to someone directly.
- For unscheduled absences of more than one day, the employee must follow call-in procedures for each day of absence (before 4PM), unless medical documentation has been submitted informing the employee's supervisor of the duration of absence.

Failure to follow the call-in procedure as set out by this policy may lead to the time being deemed as unauthorized leave without pay, and subject to discipline, up to and including dismissal from employment.

Sick Leave

An employee can take paid sick leave when they can't work because of a personal illness or injury. This can include stress and pregnancy related illnesses.

An employee can take paid carer's leave to care for or support a member of their immediate family or household who is sick, injured or has an unexpected emergency.

All employees except casuals are entitled to paid sick and carer's leave.

Employees may have to give notice or evidence to get paid for sick and carer's leave.

Sick and carer's leave comes under the same leave entitlement. It's also known as personal / carer's leave.

Employees get:

- 10 days each year for full-time employees
- pro rata of 10 days each year depending on their hours of work for part-time employees.

Leave Verification

The company reserves the right to request medical verification of an employee's request for sick leave, which demonstrates the employee's incapacity to report to work or necessity to be absent. This includes specific reason to be written on medical certificate (not unfit for work).

Subdivision D of the NES provides for Notice and evidence requirements in the event of a claim for personal leave. The provision states under the heading of Evidence at 48(3) that if required by the employer, an employee must give the employer evidence that would satisfy a reasonable person that they are not fit for duty.

The provisions further states under the heading Compliance a 48(4) that an employee is not entitled to take leave under this Division unless the employee complies with this requirement. The reference to Personal to information given to an employer under that section of the NES being regulated by the Privacy Act 1988 does not prevent the operator asking for the information but in the alternative places an onus of responsibility on them to ensure that any private or sensitive information is properly protected and secured.

When an employee calls in sick after being denied vacation for the same day(s), medical verification is always required.

Service allows three (4) undocumented sick leaves per year. An employee who doesn't give their evidence when asked or have used all three (4) undocumented sick leave days may result in the time being deemed as unauthorized leave without pay, and subject to discipline, up to and including dismissal from employment.

Disciplinary Action

The company makes every effort to accommodate leave and absence requests that are submitted according to company policy and procedure. However, employees are expected to take responsibility for the appropriate use of company leave benefits.

Excessive absences, tardiness, abuse of leave, failure to report or call-in pursuant to company policy will not be tolerated and may result in disciplinary action, up to and including dismissal from employment.

The following examples are for illustrative purposes and demonstrate some, but not all, of the scenarios where discipline may result:

- Failure to follow call-in procedure
- Failure to report to work as scheduled
- Tardiness (defined as reporting to work late or returning from breaks and lunches late without permission)

- Unauthorized absence
- Falsifying timesheets or falsely reporting hours worked

Employee code of conduct

Date Reviewed:

June 30, 2021

Regulation:

168(2)(i)

Standards:

4.2, 7

Aim:

This Code of Conduct is a set of rules outlining the standards of acceptable behavior in the center.

Woden Valley Early Learning Center expects its staff to demonstrate fairness, integrity and sound professional and ethical practice at all times in every aspect of their employment.

All staff members are accountable for their own actions and decisions and must act in accordance with all applicable laws and regulations.

The protection and wellbeing of children is seen as paramount within the WVELC.

All employees of Woden Valley Child Care Center, students, volunteers and contractors:

(a) In relation to children and families:

- Promote the health and wellbeing of children;
- Act in the best interests of all children at all times;
- Treat each child with respect and courtesy, valuing them as individuals;
- Recognise and respect that parents are the primary carers for their children and acknowledge individual family strengths, supporting the parents role;
- Encourage positive relationships by developing strong partnerships based on honesty, integrity, trust and respect;
- Ensure that inclusivity is encouraged when children from diverse backgrounds and abilities are in care.

(b) In relation to the service and each other:

- Recognise the positive personal and professional strengths individuals bring to the Service;
- Share resources, experiences and knowledge with colleagues;
- Promote democracy in relation to decision making;
- Promote an environment where staff and educators are encouraged to explore different opportunities for themselves and children in care through further education;
- Abide by all Service policies and procedures, as well as Service Constitution
- Refrain from providing false or misleading information
- Maintain confidentiality of information at all time
- Strive to build a safe, harmonious, equitable and non-discriminatory workplace
- Uphold the service values and protect and promote its reputation in the community

Dress Code:

- Neat, clean and respectful clothing suitable for working with young children.
- Long hair is to be tied back or held out of the face, especially during meal time and toileting.
- Footwear to be fully enclosed and appropriate for working in wet and uneven areas (no high heels or thongs are allowed at any time).
- WVELC is a SunSmart centre and employees are to reflect this in their clothing, hats and sunglasses. During winter beanies and gloves are permitted but hands are not to be in pockets or sleeves pulled down over hands.

Technology Usage:

- Mobile phones are not permitted to be used in the rooms or corridor. Conversations are to be taken outside or in the office.
- Texts or checking phones may be done in the staff room as long as this does not disturb other staff. This is not to be done in the corridor or walking through the Centre.
- In extenuating circumstances phones may be allowed into the room but only with the permission of the Director and the Team Leader.
- The only exception to these rules is during family grouping for emergencies only.
- Computer usage is for direct programming information only. Accessing the internet for personal reasons e.g. emails, Facebook, twitter or other information is prohibited.

Fit and Proper Person Policy

Date Reviewed:

June 30, 2021

Regulation:

168

Standards:

4, 7

Aim:

To ensure the ongoing wellbeing, safety, education and care of children within WVELC is maintained through an ongoing assessment process that determines if a person is fit and proper to be in the company of children.

Policy:

The Education and Care Services National Regulations states that educators and staff must be fit and proper to care for or/and be in the company of children.

A person is deemed '*fit and proper*' if:

- The person is capable of providing adequate standard of care and education in accordance with the person's actual or processed role
- Understands the needs of children, families and is capable of performing the professional duties of the position
- The person is of good character and is suitable to be entrusted with the care of children.

The educator providing education and care in approved Centre Based Care will:

- Notify service of any reasons he/she may not be considered as 'fit and proper'
- Ensure that he/she possess or obtain Working with Vulnerable People [WWVP] Check/Card
- Notify the service in writing within 24 hours of any change of circumstances to their WWVP check

Fit and Proper evidence requirements:

Checks made of all persons with:	ASIC Person	Bankruptcy/ Insolvency	National Criminal History	WWVP Check
Management or control of a provider	x	x	x	x
Day-to day operational responsibility of a service			x	x

RELATED DOCUMENTS / REFERENCES:

- Staffing Policy
- Education and Care Services National Regulations, 2012

Parental Leave Policy

Date Reviewed:

June 30, 2021

Regulation:

n/a

Standards:

4.1, 7.3

Aim:

To ensure the correct procedure is followed when an educator or staff member wishes to take paid and/or unpaid parental leave.

Parental Leave:

- Full-time and part-time employees can take twelve (12) months of unpaid parental leave if they have worked continuously for twelve (12) months prior to the birth or adoption of a child.
- To apply for parental leave, the employee must give written notice at least ten (10) weeks before the leave is to start, and specify the start and end dates of their parental leave.
- The employee must confirm leave dates with their employer at least four (4) weeks before they go on parental leave. If an employee needs to make any changes to their leave dates prior to commencing leave, they should inform their employer as soon as possible.
- From the 1 July 2016, staff may be entitled up to eighteen (18) weeks Paid Parental Leave. You can receive up to eighteen (18) weeks of *Parental Leave Pay* at the National Minimum Wage. You may be eligible for *Parental Leave Pay* if you:
 - Are the primary carer of a newborn or recently adopted child.
 - Meet Australian residency requirements.
 - Have received an income of less than \$150,000 in the financial year before the birth or adoption date.
 - Are on leave or not working from the time you become the child's primary carer until the end of the Paid Parental Leave period; and
 - Have met the work test (for more information about the work test please refer to the Department of Human Resources website).
- Claims for Parental Leave Pay can be lodged up to three (3) months before expected date of birth or adoption of your child.
- Your Parental Leave Pay can start from the day your child is born or adopted, or a later date. It must be fully paid within fifty-two (52) weeks from the date of birth or adoption.

- To be eligible for the full eighteen (18) weeks of Parental Leave Pay, the nominated start date for your Parental Leave Pay needs to be within thirty four (34) weeks of the birth or adoption of your child.
- If eligible, the staff member must nominate when they would like the payments to begin. The Director/Nominated Supervisor is to record this on the Paid Parental Leave form.
- The Director/Nominated Supervisor is to complete a Paid Parental Leave form for the employee and send it to payroll to be processed.
- Visit the Department of Human Services website to determine eligibility and submit the relevant forms associated with Paid Parental Leave.
- The Service requires fitness to work certificate at 34 weeks and 38 weeks if the educator wishes to continue work.
- Subject to sub-clause 25.9, an employee is entitled on his or her return to work to the position which he or she held immediately before commencing parental leave.
- If the educator wishes to return to work into a different position (e.g. team leader to assistant, etc.) and different hours, the Service have a right to re-negotiate the employee's contract.
- Where an employee's position no longer exists but there are other vacant positions which the employee is qualified for and is capable of performing, the Employee is entitled to a vacant position as nearly comparable in status and pay to that of their former position.

Enterprise Agreement rules (non-official):

Service is currently not bounded by enterprise agreement however honors previous arrangements, which states that:

After 12 months of confines service, employees are entitled to:

- 6 weeks paid parental leave which may be taken over a period of 12 weeks at half pay;
- Parental leave may be taken during the period commencing 6 weeks before the expected date of birth of the child and up to 12 months after the actual birth.

Performance Management and Termination Policy

Date Reviewed:

Regulation:

Standards:

June 30, 2021

4.2, 7.2, 7.1

Aim:

Ensure professionalism and respect for colleagues, families and children is maintained at all times.

Ensure educators and staff understand the importance of delivering outcomes in line with their roles and responsibilities.

GENERAL INFORMATION

Termination of employment is a serious decision and not one that is made lightly. An educator/staff member's employment will be terminated if there are valid reasons for doing so. These reasons may include, but are not limited to:

- a) Unsatisfactory performance;
- b) Display and or/engaging in improper conduct;
- c) The position has been made redundant or restructured to such a degree that the educator/staff member is no longer suitable for the position;
- d) An educator/staff member is found guilty of serious misconduct or in serious breach of the National Law and Regulations
- e) Educators WWVP card has been revoked, furthermore employee is not suitable for further work in presence of children or young people
- f) Probation has not been successful

Other issues considered to be misconduct could include using offensive language with families, children and colleagues, continuously arriving late for shifts, not following reasonable and lawful management direction, continuously failing to meet deadlines, not following policies and procedures, or any form of abuse.

Before a decision is made to terminate employment in regards to a conduct issue, the below process steps will be followed. This is to ensure the educator/staff member is made aware of the performance or conduct issue, and give them support and time to rectify the issue.

Letter of Concern

1. In the event a conduct issue has been identified, the first step will involve a formal discussion with the educator/staff member to discuss the issue. At this meeting, the performance or conduct issue will be outlined and it will be identified how the issue

needs to be resolved. What was spoken about in this meeting, including expectations from herein, will be confirmed in a 'Letter of Concern.'

Written warning

- I. If after receiving the Letter of Concern, the conduct issue continues to occur, the educator/staff member may be issued with a written warning.
- II. If an educator/staff member is to receive a written warning they will be advised 24hrs before to bring a support person. The support person is to support the employee mentally, not to negotiate on behalf of the employee.
- III. If an educator/staff member is issued with a written warning, it is expected they will make every effort to resolve the issue.
- IV. The Director/Nominated Supervisor, 2IC and Pedagogical Leader have an open door policy and are dedicated to supporting the educators and staff. If the educator/staff member feels they need assistance, they should seek it

Final written warning

- I. If after receiving the Written Warning, the conduct issue continues, the educator/staff member may be issued with a final written warning.
- II. If an educator/staff member is to receive a written warning they will be advised 24hrs before to bring a support person. The support person is to support the employee mentally, not to negotiate on behalf of the employee.
- III. This final written warning is considered very serious and immediate, any additional performance or conduct issues may lead to termination of employment.
- IV. Base on severity of the misconduct the 3 step warning process may be rendered null and void and termination imminent

Termination of employment

- I. Where the reason for proposed termination relates to unsatisfactory performance or improper conduct, management must ensure:
 - i. The educator/staff member has been provided with reasonable warnings that if the performance or conduct issue that was cause for concern is not rectified, disciplinary action may be taken;
 - ii. The educator/staff member has been given a reasonable opportunity and time to rectify the conduct issue, or respond to our concerns.
 - iii. There is no obligation to provide any specific number of warnings. The number of warnings (if any) will depend on the circumstances, having regard to the nature and seriousness of the issue; and
 - iv. The above-mentioned process steps for providing warnings to educators/staff will not apply to any performance or conduct issue which in its severity justifies summary dismissal (termination without notice).

Fair termination process

- I. We will not terminate employment by not giving notice, making a payment in lieu of notice or summarily dismiss the educator/staff member unless the below requirements have been satisfied.
- II. These requirements do not apply if employment is terminated during the probationary period.

Reason/s for termination

The educator/staff member will be provided with details of the grounds upon which we propose to terminate the employment, prior to termination taking place.

Opportunity to respond

- I. The educator/staff member will be provided with a reasonable opportunity to respond to any performance or conduct issues before a decision is made to terminate employment.
- II. Where practicable, the educator/staff member will be given the opportunity to bring a support person to meetings regarding performance/conduct issues. The support person must agree to not speak during the meeting and keep all matters discussed confidential.
- III. We may object to a support person coming to the meeting if:
 - a. We have reasonable grounds to suspect that the proposed support person may disrupt the meeting;
 - b. The proposed support person was or may have been involved in the matter which is to be discussed, and therefore it would be inappropriate for this person to be involved in the meeting; and/or
 - c. The support person is unsuitable on other reasonable grounds.

REDUNDANCY OR RESTRUCTURING

Before terminating employment on the grounds of redundancy or restructuring, we will:

- a) Notify the educator/staff member of the proposed redundancy or restructuring as soon as reasonably practicable and having regard to our business requirements;
- b) Consult the educator/staff member regarding any alternative appropriate positions within our business and also any reasonable steps which may avoid or mitigate the effects of the redundancy;
- c) In circumstances where we must make a selection between a number of employees who hold similar positions, we must make this selection fairly and having regard to our own operational requirements; and
- d) If required, we will assist in obtain employment elsewhere by providing a suitable (but not misleading) reference and providing the educator/staff member with the opportunity to attend interviews or make enquiries for alternative work during working hours, provided that this does not impact upon the duties of the position.
- e) The requirement in sub-clause (a) will not apply where you have accepted a voluntary redundancy package.

PERFORMANCE

We recognize that during your employment with us you may find yourself less capable of conducting your duties. This might commonly be because either the job changes over a period of time and you fail to keep pace with the changes, or you change (perhaps because of health reasons) and you can no longer cope with the work.

Job changes/general capability concerns

If we have general concerns about your ability to perform your job or if the nature of your job changes, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision.

- a) Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

- b) If your standard of performance is still not adequate, you will be warned in writing that a failure to improve and to maintain the performance required could lead to your termination. We will also consider the possibility of a transfer to more suitable work if possible.
- c) If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on the Employer to its detriment, you will be dismissed with the appropriate notice.

Personal circumstance/health issues

Personal circumstances may arise which do not prevent you from attending work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

- a) If there is a capability concern, we will ask your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise.
- b) Once we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

Performance Improvement Plan

When the employees performance is unsatisfactory or/and an employee have received Written Warning , depending of the misconduct or performance severity Service may implement performance improvement plan.

The following procedure will apply.

Step 1: Plan

Service Director or person in charge will clearly identifying the specific area or areas in which the employee needs to improve their performance.

Step 2: Meeting with an employee

Service Director or person in charge will meet with an and explain what the employee needs to do to improve their performance and how they can do this, along with what support the service will provide to them (e.g. training). Also explaining to the employee their responsibilities, and what are the employers responsibilities.

Service will then give an employee a reasonable time to improve their performance and set a date or dates for further review.

Finally, the employer will explain what will happen if the employee's performance doesn't improve.

Both parties will sign and keep a copy of the plan.

Step 3: Monitoring

The Service Director in collaboration with Pedagogical Leaders will monitor employee's performance while the plan is in place and regularly check-in with employee over that period to discuss their progress.

Step 4: Review

The Director will meet at the times set out in the plan to review employee's performance. Before these meetings, both the employee and employer should assess their performance. After these meetings, the Director will update the plan to make sure it stays current.

If significant improvement is not being demonstrated the employer have a right to terminate the employers contract or issue another Written Warning.

Depending on the severity of misconduct the employer has a right to skip the PIP process or/and review its effectiveness.

EXCEPTIONS

- I. We are not required to comply with any of the above procedures if:
 - i. You notify us that you do not require the procedure to be undertaken or, in the alternative, refuse to co-operate with the procedure or conduct yourself in such a manner that indicates to us that compliance with the procedure would be futile;
 - ii. You only have a short amount of service;
 - iii. Through no fault of our own, the conduct of this procedure is:
 - a) Not possible; or
 - b) Likely to expose any person (including you) to a serious threat to your health or safety; or
 - i. When your conduct and the circumstances surrounding the termination are considered as a whole, our failure to perform the procedure would not be unfair.

STAFF RESPONSIBILITIES:

- Be knowledgeable of and implement one's own position contract and responsibilities in an efficient and professional manner.
- Follow the Centre's policies and procedures.
- Follow reasonable management direction.
- Communicate any issues or concerns immediately to the Director/Nominated Supervisor.
- Use open communication with all staff to avoid conflict.
- Use conflict resolution skills when a conflict arises.
- Use active listening skills.
- Modify behavior if conduct or performance issues have been identified.

References:

- Fair Work Ombudsman, *Managing Performance and Warnings*, <https://www.fairwork.gov.au/employee-entitlements/managing-performance-and-warnings>, accessed 7 September 2018.
- Fair Work Ombudsman, *Effective Dispute Resolution*, <https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/best-practice-guides/effective-dispute-resolution> accessed 7 September 2018.
- Early Childhood Australia, *Code of Ethics*, <http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf>, accessed 7 September 2018.

Recruitment Procedure

Date Reviewed:

June 30, 2021

Regulation:

168

Standards:

4, 7

Aim:

Woden Valley Early Learning Center will provide fair, ethical and transparent process for the recruitment and selection of all educators.

Procedure:

1. WVELC will advertise recruitment of educators or staff through popular job search websites and social media e.g. seek.com.au and Facebook together with the key selection criteria.
2. The service Director will receive an express of interest via email or phone.
3. The applicant will be invited for an interview, which will be held in the office and in the presence of at least one of the pedagogical leaders or/and qualified teacher (Bach. ECEC)
4. Completed applications will be received by the service Director for further reference check.
5. The successful applicant will be notified as soon as decision is made.
6. The final stage of the recruitment process is the orientation and induction process where the Director or Pedagogical Leader briefs the educator of the most essential aspects of their role.

At any stage of the process where it emerges that the applicant cannot fulfil the selection criteria for the role of educator, the WVELC can reject the application. The unsuccessful applicant will be informed in writing where their application has been declined.

RELATED DOCUMENTS / REFERENCES:

- Staffing Policy
- Education and Care Services National Regulations, 2012

Social Media and Cyber Safety Policy

Date Reviewed:

June 30, 2021

Regulation:

Privacy Act 1988

Standards:

4, 7

Aim:

To ensure that staff and families use social media appropriately at and regarding Woden Valley Early Learning Centre (WVELC). To maintain cyber safety in our use of social media at all time.

Definitions:

Social media are forms of electronic communication, such as websites for social networking, through which users create online communities to share information, ideas, personal messages, and other content. Examples of social media systems include Facebook, Twitter, LinkedIn, Pinterest and Snapchat.

Cyber safety is the safe and responsible use of information and communication technology. It is about keeping information safe and secure, being responsible with the information, being respectful of other people online and using good internet etiquette.

For the purposes of this policy, Storypark will be considered an example of social media. Whilst it is a secure and private online service it is accessible by both staff and families attending our center and as such its appropriate usage will be covered by this policy. The security of Storypark has been enhanced for our center by the creation of unique emails for all staff with robust passwords to protect against unauthorized access to any data.

Guidelines on the usage of social media and cyber safety at WVELC:

- Staff shall only access social media for personal use on their own devices (not centre computers) during their designated break times. This does not include the use of Storypark which is to be used on centre computers during work hours.
- Staff shall only use centre computers for Storypark to ensure the protection of data and photos. This means Storypark cannot be used by any staff at home or anywhere outside of WVELC.
- Staff shall not share private information about centre families or other staff members on social media (apart from Storypark).
- Staff shall not post information about what happens at the centre or photos taken at the centre, or on an excursion, on social media (apart from Storypark).
- As the administrator of the WVELC Facebook page the Director has the authority to post centre related information but not to post photos of children's faces or personal information with children's or families' names. Staff and families can 'tag' the WVELC Facebook page but cannot add content.

- Staff may communicate with centre families via social media if they choose to (e.g. 'Friending' families on Facebook) but they must adhere to the WVELC Staff Code of Conduct whilst doing so.

Breach of Social Media and Cyber Safety Policy

If a staff member is found to have published on social media (excluding Storypark):

- photos of a child or children enrolled at the centre
- comments or published documents about the centre or its staff
- information about any family or child in our care,

The Director/Authorised Supervisor shall immediately investigate the allegation. If the employee is found to have breached this policy, all associated content shall be removed from the social media system, a formal warning shall be issued to the staff member, followed by the development of a Performance Improvement Plan.

If a staff member posts offensive content, content that is inappropriate or derogatory towards WVELC or content which could reasonably be considered harassment such as, but not limited to, bullying, sexual or verbal harassment on social media including Storypark, the staff member's actions shall be investigated and assessed by the Director. Appropriate disciplinary action shall include the immediate removal of any inappropriate posts, a formal apology to those involved, a formal warning for the staff member and the development of a Performance Improvement Plan. Dependent upon the severity and nature of the inappropriate conduct, employment may be terminated.

If a centre family member harasses a staff member via social media including Storypark, the Director/Authorised Supervisor shall conduct an inquiry into their actions and the posts in question shall immediately be removed, a formal apology issued and a warning that future breaches of this policy could result in the dismissal of the family from the centre.

For further information regarding the appropriate use of social media within the work environment consult the ACT Government Social Media Policy at http://www.cmd.act.gov.au/open_government/engage/social_media_policy. In accordance with the ACT Government Social Media Policy, if a staff member breaks the law on social media, such as, but not limited to, defamation or privacy breaches, the centre will contact the police and other relevant authorities.

The center shall use Storypark according to its Privacy Policy which can be found at <https://www.storypark.com/privacy-policy>.

For more information on Cyber safety and Storypark consult <https://www.storypark.com/cybersafety>

Woden Valley Child Care Centre Association Incorporated

Staff performance appraisal policy

Date Reviewed:

June 30, 2021

Regulation:

Privacy Act 1988

Standards:

1.6, 3.1 and 7.2 and 7.4

Aim:

Woden Valley Childcare Association Inc is committed to supporting staff to improve their own efficiency and effectiveness. Staff are expected to perform their duties to the best of their ability and to show a high level of personal commitment to providing a quality, professional service at all times.

Performance appraisals will be conducted annually by the Director for all staff. All staff will complete a self-evaluation form prior to their meeting with the Director. This evaluation will form the basis of the discussion. Performance appraisals for the Director will be carried out by the Committee Members who are the Directors Supervisors.

Aims:

- for staff to evaluate their own work performance,
- for staff to evaluate their own contribution to the Team Spirit,
- for staff to identify their own professional development goals,
- to allow free and confidential discussions about work between employee and Director,
- to discuss the employee's work performance, in comparison with their Duty Statement, Centre Philosophy, Centre Policies, Act Children's Services Standards, National Childcare Accreditation Principles and Occupational Health and Safety.
- to discuss work issues and search for strategies to address them,
- to discuss means of improving work performance including identification of professional development needs,
- to develop personal professional development strategies for the coming year.

Woden Valley Child Care Centre Association Incorporated

Staffing Arrangements Policy

Date Reviewed:

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Regulation:

122-136, 150, 173, 240-279

Standards:

4.1.1, 7.1.1

The Woden Valley Early Learning Centre will maintain compliance to the following in relation to the everyday practicalities of service's operations:

- Educators rostering and routines will at all times make sure enough educators are available for the adequate supervision of children.
- Supervising educators give their attention to the children and not to any other duties.
- At no time will students or volunteers be included in the ratio of adults supervising children.
- Students and volunteers will never be left alone with a child or a group of children.
- A nominated supervisor or responsible person in charge will be on the premises at all times when children are being educated or cared for.
- There will be more than one educator present when children are in attendance.
- In any situation where adequate supervision of children is threatened, any educators on a meal-break must be prepared to return to duty to supply adequate supervision.
- The Approved Provider or Nominated Supervisor will ensure that regulations in relation to the supervision of children are adhered to.
- Educators supervising outdoors / indoors, should position themselves to see as much of the play area as possible.
- One educator should be positioned close to the climbing frame as often as possible.
- Any water activity should be closely supervised by one educator at all times.
- Except for necessary discussions or concerns regarding children or matters relating to the Service, educators will not congregate together outside.
- When children are resting or sleeping they will be supervised.
- During hand washing and/or toilet times children will be supervised in the bathroom area.

- Rosters will be designed and implemented to ensure that children receive continuity of care.
- The Woden Valley Child Care Centre will, when possible and to the best of our ability, make use of a regular pool of relief educators.

Responsible Person:

The Woden Valley Child Care Centre will have at least one "responsible person in charge" present at all times when caring for and educating children. A responsible person in charge is:

- an approved provider
- a nominated supervisor
- an educator who is in charge of the daily running of the service during absence of a nominated supervisor and signed appropriate agreement.

The name of the responsible person will be clearly displayed in the main entrance of the Service. If the responsible person in charge needs to change (for example the current person needs to leave the Service), he or she will "hand over" responsibility for the role to another eligible person at the Service. Both the old and new responsible person will communicate directly and ensure the name of the responsible person displayed at the Service correctly reflects who currently holds the position. This will also be highlighted in the staff sign in book, so it is clearly visible of the responsible person signs out who the relief responsible person for that day is.

Educator to Child Ratios:

Our educator to child ratios will always meet the minimum requirements as stated below:

- 6 weeks to 24 months - 1 educator to 4 children
- 24 months – 36 months – 1 educator to 5 children
- 36 month and above – 1 educator to 11 children

When an early childhood teacher (ECT) is required to be in attendance at the service as per the licensed places of The Woden Valley Child Care Centre, that teacher will be counted as an educator at the service for the purposes of this regulation.

Qualifications:

- At least 50% of educators who work directly with children and are included in our educator to child ratios must have or be actively working towards an approved Diploma level education and care qualification.

- All other educators who work directly with children and are included in our educator to child ratios must have or be actively working towards an approved Certificate III level education and care qualification.

Approved Diploma Qualification:

A person is taken to hold an approved Diploma level education and care qualification if:

- they hold an approved qualification or former qualification as published on <http://www.acecqa.gov.au/qualifications/> or
- if immediately before 1 January 2012, they were recognised under the former education and care services law of any participating jurisdiction as a Diploma level educator and employed or engaged in a declared approved service. Approved

Certificate III Qualification:

A person is taken to hold an approved Certificate III level education and care qualification if:

- they hold an approved qualification or former qualification as published on <http://www.acecqa.gov.au/qualifications/> or
- immediately before 1 January 2012, they were recognised under the former education and care services law of any participating jurisdiction as certificate III level educator and employed or engaged in a declared approved service.
- was employed in a service at any time from 1 January 2010 to 1 January 2012 and met the requirements of Regulation 52 (2) of the Children's Services Regulation 2004 which required primary contact staff members caring for children under 2 to have a Child Care Certificate, a Certificate of Child Care Studies, an Associate Diploma of Social Science (Child Studies) from Tafe, a Diploma of Community Services (Children's Services) from a registered training organization or another approved qualification. Until 31 December 2015, educators who have been continuously employed as an educator in an education and care service or a children's service for a period of at least 15 years immediately before 1 January 2012 and continue to be employed by the same Approved Provider as they were immediately before 1 January 2012 can be taken to hold a Certificate III qualification. This provision applies until 1 January 2018 for services located in remote and very remote areas. Remote and very remote areas are classified this way in the Australian Statistical Geography Standard: Volume 5 Remoteness Structure, Australian Bureau of Statistics Cat No 1270.0.55.005

Early Childhood Teacher (ECT):

The Woden Valley Child Care Centre will always employ a qualified early childhood teacher (ECT) as per the following minimum requirements:

- One ECT must be in attendance at all times when the service is educating and caring for children

Approved ECT qualifications:

- an approved qualification that is published on <http://www.acecqa.gov.au/qualifications/>
- The educator holds a qualification that is published in the list of former qualifications on <http://www.acecqa.gov.au/qualifications/>. The educator was recognised as an ECT under the 7 former law of any participating jurisdiction, or for the purposes of a preschool funding program and was employed or engaged in a declared approved service as an ECT.
- The educator was registered as an ECT in accordance with the requirements of another jurisdiction. This does not apply if the educator was working towards an ECT qualification.
- If immediately before 1 January 2012, the educator was recognised as an ECT because they were enrolled in a course for a qualification that is published on <http://www.acecqa.gov.au/qualifications/> in the list of former qualifications approved as early childhood teacher qualifications, the educator is taken to hold an approved ECT qualification when they complete the course.
- If immediately before 1 January 2012, the recognition, registration, accreditation or qualification as an ECT as written above was subject to any restrictions imposed by or under an education law of a participating jurisdiction, the person is taken to be an ECT with the same restrictions.
- In some cases, educators who were registered as teachers in other States or jurisdictions hold an approved qualification. These are listed in regulation 241 and on the national regulator's website www.acecqa.gov.au/qualifications.
- From 1 January 2014 to 1 January 2018, for services with less than 30 children, an educator who has completed at least 50% of a relevant qualification that would enable them to be qualified as an ECT and is actively working towards the completion of the qualification or holds an approved diploma level education and care qualification can be counted as an ECT.

Qualifications for Educators:

Child Protection

- The Approved Provider of an education and care service must ensure that the nominated supervisor, educators and other staff members who work with children are advised of the current child protection law and any obligations they may have under the law.
- The service's Nominated Supervisor and Certified Supervisors will have successfully completed a course in child protection that is approved by the NSW Regulatory Authority.

Working with Children Check

- The Approved Provider or nominated supervisor of an education and care service must ensure a Working With Children Check (WWCC) is completed for all educators, staff, volunteers and students whose duties will involve direct contact with children. Some exemptions apply e.g. WWCC are not required for children under 16 or in most circumstances where the volunteer is a parent or close relative. Further information is available from the following website <http://www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check>

First Aid Qualifications

The approved provider must ensure that at least one educator attending the service :

- holds a current approved first aid qualification
- has undertaken current approved anaphylaxis management training and
- has undertaken current approved emergency asthma management training.

An educator is taken to hold an approved first aid qualification or training if:

- the educator holds an approved qualification or training as published on <http://www.acecqa.gov.au/qualifications/>

REFERENCES:

- Education and Care Services National Regulations 2011
- National Quality Standard
- NSW Office of the Children's Guardian

Woden Valley Child Care Centre Association Incorporated

Student and Volunteer Policy

Date Reviewed:

June 30, 2021

Regulation:

120,145, 149, 168

Standards:

7.1, 7.2

Our Service values the participation of students and volunteers. Having students and volunteer workers within the Service helps to inform the community about our program and the value of the work we do. Students and volunteers are welcomed into the Service, however, the children's care and safety are always our first priority.

PURPOSE

Our Service supports participation by students and volunteers wanting to develop professional skills and knowledge in their effort to become Early Childhood Professionals. We aim to build relationships with community members, providing appropriate learning opportunities for students and volunteers to contribute to our program. To ensure a professional and pleasurable learning experience, students and volunteers will be encouraged to participate in our Service daily routine and assist in accordance with their qualification necessary to work with children under the National Quality Framework.

SCOPE

This policy applies to children, families, Educators, staff, students, volunteers and visitors of the Service.

IMPLEMENTATION

The Approved Provider / Nominated Supervisor / Responsible Person will:

- Provide the student or volunteer with a "Student & Volunteer Orientation Package".
- Discuss student or volunteer times, hours and dates of placement.
- Provide the student or volunteer with a Staff Record to be completed recording their full name, address, date of birth and the date and hours of participation within the Service.
- Appoint an Educator to be the Student or Volunteer Supervisor/Mentor for the duration of the placement.
- Conduct an orientation, taking the student or volunteer on a tour of the Service, showing
- emergency exits, staff room and bathroom facilities, children's rooms and discussing Service policies and procedures.

- Show the student or volunteer where and/or how they can access the Service policies.
- Introduce the student or volunteer to Educators, staff, the Room Leader and Supervisor/Mentor.
- Advise the student or volunteer to bring in a flyer introducing themselves that includes:
 - Name;
 - Photo;
 - Time they will be at the Service;
 - The focus of their study.
- Assist the student or volunteer to complete a Student & Volunteer Acknowledgement Checklist.
- Discuss any relevant important information about specific children with the student or volunteer
- (i.e. court orders, additional needs, dietary needs) so that the student or volunteer is aware.
- Liaise with learning institutions and accept suitable student placements under institution supervision.
- Assist learning institutions to place suitable students with individual Educators.
- Ensure all student and volunteer paperwork and insurance is current.
- Ensure students or volunteers are never left on their own with children or included in the ratio of adults to children.
- Ensure students or volunteers do not discuss any concerns or issues with parents/guardians or
- visitors to the Service.

Educators will:

- Preserve open communication with students and volunteers along with their practicum teachers about their performance.
- Support all students and volunteers work experience needs during their placement.
- Work as a team reflecting on appropriate skills and knowledge with each student and volunteer.
- Ensure all Educators and staff are provided with relevant information about tasks which the student is required to complete in the Service as part of their practicum.
- Be aware of student and volunteer expectations.
- Have the time and proficiencies to support each student and volunteer in their placement.
- Encourage students and volunteers to seek help and advice when required.
- Be a positive role model, showing appropriate behaviour and conducting themselves in a professional manner at all times.
- Guide students and volunteers throughout the day.
- Make students and volunteers feel welcome and valued members of the team.

The Room Leader will:

- Discuss involvement of written work and performance with the student or volunteer.
- Discuss any concerns raised by the student with the Student Supervisor.
- Ensure students or volunteers are directly supervised at all times during children's nappy change

- and toileting routines.
- Encourage students and volunteers to use their initiative.
- Ensure the student or volunteer remains up to date with their assessment tasks which are required to be completed during their placement.
- Discuss any concerns about student or volunteer behaviour with the Nominated Supervisor or Approved Provider.

Work Experience Students and Volunteers will:

- Learn about children through interaction and practical experience.
- Develop the skills and knowledge needed to care for and educate children.
- Learn about the importance of working as part of a team in the Early Childhood Profession.
- Learn strategies to employ when working in a team environment.
- Learn expectation assimilated by qualified Educators within the Service.
- Inform the Student Supervisor in writing of what will be expected of them by their training body and provide any necessary time sheets and evaluation forms.
- Keep up to date with all written work requirements.
- Work a variety of shifts to gain knowledge of different aspects of Service operations.
- Bring in a flyer introducing themselves that includes:
 - Name;
 - Photo;
 - Time they will be at the Service;
 - The focus of their study.
- Discuss with the Student Supervisor any problems they may be experiencing.
- Adhere to all Service policies and procedures.
- Never be left alone with a child.

If Educators feel that the student is at risk of failing their practicum, the following steps will be taken:

- Room Leader will alert the Student Supervisor of any concerns with the student.
- Both the Student Supervisor and the Room Leader will discuss concerns with the student.
- The Student Supervisor will arrange for the student's teacher to visit the Service and discuss concerns that have ascended.
- The student's educational institution and Nominated Supervisor will govern the outcome of the practicum.

Termination of student's placement will occur if the student:

- Harms or is at risk of harming a child in their care.
- Is under the influence of drugs or alcohol.
- Fails to notify the Service if they will not be attending the Service.
- Is observed using repeated inappropriate behaviour at the Service.
- Does not comply with all policies and procedures addressed in the Student & Volunteer Orientation Package.
- Does not provide the photo with an introduction upon commencement.
- Does not keep up to date with their work placement tasks.

Probity Checks:

- All students will supply identity details to the Nominated Supervisor.
- All students will provide Working with Vulnerable People Card
- All students will have a meeting with the Nominated Supervisor so that they will receive information regarding the following Service policies:
 - Child protection
 - Record Keeping and Confidentiality
 - Complaints
 - Dress Code
 - Quick Guide for Educators or Students

REFERENCES:

- Education and Care Services National Regulations.
- National Quality Standard.
- Early Years Learning Framework.
- Work Health and Safety Act 2011.
- Fair Work Act.
- Dealing with Employee Work-related Concerns and Grievances Policy and Guidelines: NSW DPC
- Preventing and Responding to Workplace Bullying: Safe Work Australia Draft Code of Practice

- Anti-bullying jurisdiction: Fair Work Commission
- Revised National Quality Standard.

The sudden death of a member of our community

Date Reviewed:

March 9, 2023

Regulation:

n/a

Standards:

4 & 7

Definition:

A member of our community – for the purpose of this policy, that person is defined as a child, parent/ carer, staff or significant centre community member (e.g. ex-staff member)

Aim / Purpose:

The below policy is necessary to support Woden Valley ELC staff and the broader community in case of the sudden emergency described.

We kindly ask families for patience and understanding, as such events could devastate staff & community. Every attempt will be made to give as much notice as possible to all families; however, please understand that our emotions may be heightened in that event. In addition, this may be a sudden event, and we may receive little notice.

Policy / Procedure:

When the Centre gets notified of a sudden death occurrence of a community member, these are the steps we shall follow.

1. Notify staff members with the utmost discretion allowing educators to deal with their emotions in a safe environment.
2. Notify families via phone call.
 1. If the impact of the incident significantly affects staff and they cannot finish their shift, families will be informed to collect their child/ren as soon as possible.
3. The Centre will then close (if required) for the rest of the day and an additional day of grieving (if needed).
4. No care charges will be passed on to the families for the days when the Centre chooses to close down.
5. In addition to those closure days, the Centre will close for the day of the funeral, allowing all staff and families to attend.

6. As much notice as possible will be given to the families.

Staff, families and children's mental support:

1. The Centre will notify the (Employee Assistance Program and offer staff and their families six free counselling sessions)*.
2. Children will not be informed of this occurrence, and the staff will only discuss this with children on occasion once their families inform them.
3. We would encourage families to inform their children who had a close connection to the deceased person and their level of comprehension, allowing them to understand the situation. Families will be offered tools and resources to help them to pass on that message and speak openly about death & grief.

Families:

1. Considering that families in the majority work for ACT Health and may be the first to find out about this occurrence, we kindly ask you to inform the management in the first instance. Please be mindful of your workplace's privacy and confidentiality policies.
2. The management will not inform families of the deceased person's identity over the phone but will activate the above policy. Our priority at that point will be to close the Centre as fast as possible and get our staff home safely.
3. The timing of the notification will determine the closure of the Centre, and we will further assess the closure the following day, letting families know via Story Park / HubWorks or phone calls. We kindly ask families to monitor any communication provided by the Service closely.

Woden Valley ELC Staff:

1. The Centre will provide staff with access to Canberra Health Services Employment Assistance Program (details below)
2. In the case of a such event when the Centre chooses to close down, the staff will be paid their usual working hours and will not be required to access annual or sick leave. "Bereavement leave" will be applied to all closure days.
3. When a staff requires further leave, the Centre will hold conversations with this staff member to find ways to support them further.
4. Staff is urged to remain professional and use discrete and kind ways of communication while speaking to other staff members or our community members.
5. For the news to be shared in a controlled way, should a staff member be informed prior to management, we ask the educator to inform the management as a priority

before speaking to other staff members. This will allow us to follow this procedure and ensure everyone's safety and well-being.

6. Staff who cannot drive will be offered alternative transport home at no cost to themselves.
7. Please be mindful of your social media appearance & posts and the family's cultural beliefs or wishes.

Woden Valley ELC Leadership / Management:

1. The responsible person in charge / or nominated staff member may be responsible for informing both staff and families of the occurrence.
2. The utmost discretion and sensitivity will be given while speaking to the community members.
3. The responsible person in charge will inform the regulatory authorities of the closure and the occurrence.
4. The Centre will follow the wishes and cultural beliefs of the deceased and their family.

EAP Program	Provider - Converge	Phone	Entitlements	Staff Under
	Converge International	1300 687 327	6 free counselling sessions	Canberra Health Services (no division needed)

Other fee support services:

Grief Line - 1300 845 745

Life Line - 131 114

Kids Helpline - 1800 551 800

Suicide Call Back Line - 1300 659 467