



Leadership, Staffing and Service Management

POLICY RATIONALE

Holy Family Catholic School OSHC considers its employment of educators and staff as of utmost importance to ensuring that Holy Family Catholic School OSHC services deliver remarkable care while adhering to the Education and Care Services National Law Act (2010) and Education and Care Services National Regulations (2011).

This policy provides clear guidelines, expectations and commitments to the training, professional development and management supervision of Holy Family Catholic School staff as they deliver OSHC services.

SERVICE STRUCTURE

Holy Family Catholic School OSHC is a Fair Work Place that values all staff, educators and volunteers as well as children and families. In a commitment to this, Holy Family Catholic School OSHC is structured in such a manner that all educators report to a Director with delegated roles and responsibilities. These lines of management are in place to support the learning, service excellence and safety within our programs for all children, educators and volunteers.

Our Service has the following organisational structure:

The Approved Provider is: *South Australian Commission for Catholic Schools (SACCS)*

The approved provider has a range of responsibilities prescribed in the Education and Care Services National Law and Regulations, including keeping accurate records and retaining them for specified timeframes.

Our approved provider is also responsible for:

- ensuring the financial viability of the service
- overseeing control and accountability systems
- supporting the Nominated Supervisor and Certified Supervisors in their role and providing resources as appropriate for the effective running of the service.

Our Nominated Supervisor is: *Mr Kerry White*

The Nominated Supervisor is responsible for the day to day management of our service and has a range of responsibilities prescribed in the national law and regulations.

Our Director/Certified Supervisor is: *Mrs Corrina Du*

The Director/Certified Supervisor is the designated responsible person present when the service is caring for and educating children.

Our Educational Leader is: *Mr Kerry White*

The Educational Leader of the service will lead the development and implementation of an educational program that is varied and meets the learning and developmental needs of the children. (R118)

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QUALIFICATIONS

The qualification requirements for educators working with school-aged children are the first two educators on duty must meet the published qualifications list.

All other educators are required to meet educator: child ratios as per individual jurisdictional requirements. This includes those with requirements in relation to actively working towards at least a qualification published by the National Authority OR “commence obtaining a qualification referred to above within six months of commencing to educate and care for children” (R356)

All educators will possess a satisfactory criminal history check, such as a Working With Children Check (WWCC). All educator’s current checks and registrations will be read by the approved provider of an education and care service, or a nominated supervisor/responsible person of the service will read this document before the person is engaged as an educator or is permitted to work as a volunteer. (R358)

All educators’ current checks and registrations will be read by the nominated supervisor or a person in day-to-day charge of the service before being engaged as an educator. (R358)

FIRST AID QUALIFICATIONS

Educators will be recruited and trained according to the Education and Care Services National Regulations (R136)

- At least one educator who holds a current approved First Aid qualification will be in attendance while children are being cared for.
- At least one educator who holds a currently approved anaphylaxis management qualification will be in attendance while children are being cared for.
- At least one educator who holds a currently approved asthma management qualification will be in attendance while children are being cared for.

CODE OF CONDUCT

The [CESA Code of Conduct](#) provides a framework for ethical, professional interactions between all educators, management, key stakeholders, families, and community members. It is intended to guide work practices, decision making and our interactions with others.

EDUCATOR: CHILD RATIOS

Holy Family Catholic School OSHC believes that an appropriate educator: child ratio is an important factor in ensuring the safety and wellbeing of all children. Educator: child ratios will be in line with the minimum number of educators for children over preschool age as set out in the Education and Care Services National Regulations (R123 & 355).

- Educators will be rostered to meet educator: child ratio of 1:15

CHILDREN

- Children will be aware of the educators working on-site as each educator will introduce themselves to the children if they are there for the first time.
- All educators will have a name badge so that children are aware of who they are.

THE PROGRAM

- The program offering will be developed further with the proper guidance and support from the number of different educators placed at each site.
- Each role will add value to the program that is offered to the children.

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THE ENVIRONMENT

- The service will have information on display the name and positions of the responsible person.

SCHOOL AND FAMILY/COMMUNITY

- The school will be kept up to date with the placement of educators. This information is managed by the Director of Service/Coordinator and Operations Manager.

CONTINUOUS IMPROVEMENT AND GUIDANCE

Holy Family Catholic School OSHC believes in continual assessment and evaluation of the program by management, educators, parents and children is an integral part of service planning and development. It is also critical to running a high-quality education and care service that meets community needs and the achievement of key learning outcomes for children.

Procedure

- Children and parents will be offered an evaluation form/survey regularly throughout the year. Children and families are also welcome to provide verbal or written feedback to educators at any time during the program. Such feedback will be passed on verbally to the Director of service.
- A variety of survey techniques will be used with children, which may include informal discussions, written surveys and group discussions.
- Educators provide regular feedback on all aspects of the program. Educators critically reflect on program experiences, day to day procedures, WHS matters, interactions with children and service delivery, in general, to ensure that the service continues to reflect the needs of our community.
- Leadership team meets regularly to discuss and evaluate the previous program and plan for the next program; review and consider educator feedback and so that the Director can act as effective liaisons to the educators during program periods.
- All feedback forms the basis of future service planning and development.

TRAINING AND SUPERVISION PROCEDURES

Holy Family Catholic School OSHC requires all educators to attend and actively engage in training and professional development sessions.

Educators are responsible for monitoring and maintaining any required certifications.

Rosters

Holy Family Catholic School OSHC will ensure programs are rostered to meet the requirements of the Education and Care Services National Regulations 2011 with appropriate educator to child ratios and necessary educator qualifications.

- All Educators are to submit availability to the Director before each program period.
- The Director will prepare rosters based on legislative and compliance requirements. Each educator's qualifications, experience, skill, availability and the number of children booked into each program, determines the roster of each staff member.
- All educators are required to attend a minimal amount of training to receive rostered shifts. Shifts will not be provided to educators that do not have current certifications.

STAFF GRIEVANCE PROCEDURES

Holy Family Catholic School OSHC is a Fair Work Place and as such commits to fostering and cultivating positive relations across all staff including, program staff and management. Holy Family Catholic School OSHC aims to create an environment where all staff feel valued and supported. Each staff member has the right to a trusted and supportive platform to raise grievances. In supporting all staff, this platform should provide a clear process for grievance resolution.

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In respecting all staff, Holy Family Catholic School OSHC commits to resolve disputes, issues or concerns in a manner that minimises the impact on the service, customers and other staff members.

- Holy Family Catholic School OSHC seeks to promote through induction, training and general information the creation of an environment where open communication and discussion is encouraged.
- Where staff member/s and educators have complaint/s or grievance/s, they are encouraged to discuss the issue with the relevant staff member in the first instance.
- Where further action is required, or a resolution has not been achieved, the staff member/ educator is encouraged to contact the Director.
- Should the issue still not be resolved with the assistance of the Director, the matter will be referred to the Principal. They will endeavor to support a resolution.
- Should a resolution still not be reached, the matter may be referred to an Independent Mediator.
- Any grievances received will be responded to within two working days wherever possible.
- All grievances will be handled in a professional and confidential manner.
- Every effort will be made to resolve the complaint satisfactorily.
- All steps will be documented to ensure that outcomes or processes can be evaluated and amended as necessary to inform continuous service improvement.

SERVICE MANAGEMENT PROCEDURES

Holy Family Catholic School OSHC is committed to maintaining up to date and relevant policies and policy implementation. The policy document is developed in line with State and Commonwealth legislation, industry regulations and practice, and current research on child development.

Procedures

- Holy Family Catholic School OSHC provides all organisational policies to all staff, parents and/or guardians, as well as approved persons on request. (R185)
- The policies are reviewed on a regular basis, at least annually.
- Parents/guardians have access to our website at all times which outlines general program information, major policy areas and key aspects of the program so that families are kept informed of their responsibilities about the service. (R185)
- Any policy changes will be in line with the service philosophy, quality practices and to ensure the safety and wellbeing of children.
- Families and educators will be informed of changes to service policies through updates on the website.

PRESCRIBED ENROLMENT AND OTHER DOCUMENTS

The below-prescribed documents will be kept under Regulation 177 in accordance with the Education and Care Services National Regulations (2011)

- Child assessment documentation
- Evaluations of the program
- Incident, injury and accident reports and documents
- Medical records and documents
- Service assessments attendance records for both staff and children
- Enrolment records
- Records of the service compliance
- Record of the person in day to day charge/responsible person
- Attendance record
- Written authorisations and Risk Assessments for excursions and regular outings.

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REFERENCES:

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 1 – Educational Program and Practice
- Quality Area 2 – Children’s health and safety
- Quality Area 4 – Staffing Arrangements
- Quality Area 7 – Leadership and Service Management
- Education and Care Services National Regulations (2011), R 73, 74, 75, 118, 145, 147, 150, 177, 185, 355 and 356
- Education and Care Services National Law Act (2010), S 165

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