

Our Lady of Hope Greenwith Campus Outside School Hours Care



POLICY DOCUMENT

STAFFING

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BACKGROUND

The success of a service is enhanced by a competent and innovative staff team. However, a team needs a nurturing environment with supportive leadership: an environment where effort is rewarded, the workload is understood and where it is recognised that an OSHC service is adding value to its community. The Approved Provider, as an employer, must be fully conversant with the legal obligations of an employer and have a delegated person responsible to ensure that there is compliance with the requirements.

It is a requirement that employees have access to the [Current South Australian Catholic Schools Enterprise Agreement 2017](#) that spells out the terms and conditions of their employment. Remember that the specified Award sets out the minimum entitlements for employees, and conditions may be above Award specifications.

POLICY STATEMENT

The Our Lady of Hope Greenwith Campus OSHC service supports our employees to attain their full potential because we recognise that these people play a significant role in the daily lives of many of our children and their families. Our employees must all complete the required Criminal History Screening. We are an equal opportunity employer and encourage diversity within our staff team. All staff will be given opportunities and will be encouraged to participate in professional development. Where possible, we support our employees to balance work and family commitments. It is a requirement that all staff take time to become familiar with all service policies as many of them guide the day to day work of each person. We expect a full commitment from each team member.

RELATIONSHIP

Regulations	National Quality Standard	Other policies/Service documentation	Other legislation/Guidelines
168	4.2 2		
46, 54 118–154 169	7.1 7.2 7.3	Employees Handbook Governance and Management Policy	Relevant Award Fair Work Australia Long Service Act (SA) 1987 OHS&W Act (SA) 1986 Workers Rehabilitation and Compensation Act (SA) 1986 Superannuation Guarantee Act 1992 Racial Discrimination Act 1975 Disability Discrimination Act 1992 Sex Discrimination Act 1984 Equal Opportunity Act 1995

HOW THE POLICY WILL BE IMPLEMENTED

GENERAL

- Our OSHC service staff are employed under the [Current South Australian Catholic Schools Enterprise Agreement 2017](#).
- For this service the Nominated Supervisor is the School Principal and the Our Lady of Hope Catholic School Board is the local management authority.
- Our OSHC service will follow the guidelines set out by CESA in regard to workplace safety and rehabilitation.
- All staff details will be treated as confidential and kept in a secure storage facility.

RECRUITMENT PROCESS

- The recruitment process follows the [Guidelines for the selection of staff in Diocesan Catholic Schools](#).
- Positions will be advertised either on Horizons, The Messenger, The Advertiser or the University Employment Services.
- The minimum qualifications are set out on the ACECQA website under [Qualifications, lists and registers](#).
- The recruitment process requires the applicant to complete pre interview questions as well as questions asked by the interview panel throughout the interview.
- Criminal history clearances are performed in accordance with [CESA's Screening and Recruitment Procedures for Applicants](#).

Selection of staff flowchart

1. Vacancy
2. Job Advertisement (or other process)
3. Selection Panel
4. Short Listing
5. Referee Checks
6. Interviews
7. Finalize Listings for Interviews
8. The Selection Decision including consulting with key stakeholders
9. Screening Procedures
10. Offer of Employment
11. Written Offer of Employment
12. Acceptance of Employment

PARTICIPATION OF VOLUNTEERS AND STUDENTS ON PRACTICUM PLACEMENTS

Our service does not undertake volunteer participation. Students will only be allowed to undertake their practicum at our service if it is deemed in the best interest of the children. Students on placement will not be counted in the educator to child ratio.

Students on practicum placements process

- Students on practicum will only be accepted if it does not cause hardship to the service and their course supervisor has completed all necessary documentation
- Students on practicum must come with a criminal history screening.
- Students on practicum will need to be mandated notifiers, will need to have knowledge of OHS&W, Duty of Care, and the service's policies, particularly the policies that address interactions with children, supervision, confidentiality and training and development.
- Students must complete an induction prior to their practicum commencement date.
- The tasks allocated to the student will be defined by their course supervisor and the Director of the service.
- Students who are allocated tasks will be provided some evaluative comments when a task is completed and a written report will be given at the conclusion of the practicum.

EQUAL OPPORTUNITY

The service will:

- Include a statement of its commitment to equal employment opportunity in all advertisements for employees.
- Ensure that selection criteria do not exclude any groups from equitable consideration for positions.
- Ensure that selection panels will be sensitive to the needs of applicants from disadvantaged groups, particularly people with language difficulties and cultural differences.
- If applicants have a disability, assess the applicant against the selection criteria. The panel will apply the principle of reasonable adjustment to any impact the applicant's disability may have on the operations of the service.
- In regard to the service training plan, ensure that all employees have equitable access to training and development opportunities.
- Consider that, when the population of children using the service contains significant numbers of children from a particular cultural group, there may be opportunities to attract suitable workers from that cultural group.

LEAVE

Annual Leave

In accordance with the [Current South Australian Catholic Schools Enterprise Agreement 2017](#), annual leave must be taken for the 2 weeks the Service closes during the Christmas holiday period. Staff need to apply for their remaining annual leave as it is accrued. The Director and the Assistant Directors cannot apply for annual leave at the same time unless it is extenuating circumstances. If the Service does not operate during the term such as a pupil free day permanent staff maybe required to take an annual leave day.

Sick Leave

Accrued sick leave may be taken when needed. If more than 2 consecutive days are taken a medical certificate will need to be presented.

Long Service Leave

The Long Service leave entitlements and conditions are set out in the [Current South Australian Catholic Schools Enterprise Agreement 2017](#).

EMPLOYEES WORKING ALONE ON SCHOOL SITE

Sometimes it maybe necessary for a staff member to work alone at the school site in a non-contact capacity such as administration, maintenance or cooking. When this does occur, the following steps need to be taken:

- Advise the Director or Assistant Director that you are now on site, what you intend to do and how long you intend to be on site.
- If you are working within the building, ensure all gates and doors are locked.
- Ensure that you have either your mobile phone or a work phone is easily accessible to you.
- If you are working outside lock the gates and always be aware of your surroundings.
- When you leave the site contact the Director or Assistant Director to advise them.

HARASSMENT IN THE WORKPLACE

Harassment is used to define any inappropriate behaviour that may or may not be repeated and which causes a person to feel victimized, offended, humiliated, undermined or threatened in any way.

Bullying is one form of harassment. Workplace bullying need not involve physical ill-treatment, such as punching, kicking and other ways of inflicting physical pain. In fact, the research that has been done on this issue suggests that only around 10% of bullying involves some form of physical assault. Most cases of bullying involve such repeated and less favourable treatment as verbal abuse, "nit-picking", threats, sarcasm, ostracism, sabotage of a person's work and so on. Staff are encouraged to follow the grievance flowchart (APPENDIX 1) if workplace harassment occurs.

PERFORMANCE AND DEVELOPMENT

In our OSHC service, performance and development planning is a cycle of individual performance planning, professional learning and performance review that supports individual performance improvement.

The primary approach will be through a performance conversation between the employee and the Director or where it is the Director it will be with the Nominated Supervisor. Performance conversations are an opportunity to confirm performance expectations and behaviour standards, seek and receive feedback, provide evidence, and seek support, clarification and direction.

Performance conversations are not a one-off event. Coaching, support, training, feedback and recognition provided on a regular basis throughout the life of a performance and development plan are essential to achieving a high performing workforce.

Formal procedures must be clearly documented, with the documentation being kept securely and confidentially.

All members of a staff team or the management body involved in a disciplinary process shall keep all information about the process confidential.

Performance and Development process

- 3 Months probationary Review Discussion
- Annual Professional Review Discussion
- Individual Development Plan will be developed from the Professional Review Discussion identifying areas of training, action to be taken and goals set for the individual staff member.
- 6 monthly review of Individual Development Plan

Unsatisfactory performance

Unsatisfactory performance occurs when an employee is not performing the duties of his/her role to the required standard, or otherwise is not performing in a satisfactory manner.

Performance and development will, from time to time, identify areas of unsatisfactory performance. In most instances, it will relate to an isolated element of an employee's performance rather than the totality of his/her performance.

If it becomes apparent that an element of an employee's performance is unsatisfactory, the leader should advise the employee of how his/her performance is alleged to be unsatisfactory and provide evidence and examples as appropriate.

Natural justice and procedural fairness

The opportunity to be heard by an impartial decision maker is at the heart of the rules of natural justice and procedural fairness. The rules of natural justice apply whenever the rights, property or legitimate expectations of an individual are affected by a decision.

Decisions in the context of the management of alleged unsatisfactory performance are administrative decisions and may clearly affect the rights of legitimate expectations of employees and the rules of natural justice and procedural fairness must therefore be applied.

DISCIPLINARY ACTION

If a staff member is:

1. guilty of serious and wilful misconduct; or
2. is persistently absent from duty without proper cause; or
3. is guilty of serious and wilful neglect of duty; or
4. refuses to obey any reasonable order; or SA Catholic Schools Enterprise Agreement 2017 Page 58
5. for any other lawful cause of summary dismissal; the employer may terminate the employment of the staff member without notice.

Disciplinary action and dismissal in other circumstances

1. If a staff member is negligent, inefficient, incompetent or unsatisfactory in the discharge of his or her duties, then the employer must inform the staff member of the particulars in writing and provide counselling to assist the staff member to overcome the inefficiencies or incompetence.
2. The procedure detailed above will be repeated over a period covering at least two terms (which need not be complete terms) before notice of termination is given to the staff member.
3. Notice of termination will be in writing giving 6 weeks' notice (or payment in lieu) and will state the reasons for the termination and details of the counselling provided.

PROFESSIONAL DEVELOPMENT AND TRAINING

The Nominated Supervisor (Principal) will allocate sufficient resources to meet the development and training priorities of the service in consultation with the Director. The Director is responsible for developing, implementing and evaluating an annual professional development and training plan for the service.

This plan will:

- Include a development and training needs assessment, based on the performance reviews for individual needs and consultation with educators for the service's priorities.
- Be presented to the Nominated supervisor annually prior to the development of an annual budget or as required, to allow development and training to receive an adequate budget allocation.
- Ensure that development and training opportunities are provided equitably to all educators/staff.
- Include a variety of methods of development and training delivery such as: (1) internal workshops for staff to share their expertise with each other, (2) internal workshops conducted by outside presenters/experts, (3) attendance by educators/staff at external workshops, conferences and seminars, (4) short courses provided by training organisations such as TAFE, and (5) networking.
- Staff members who attend external development and training opportunities will share the skills and knowledge they have gained with colleagues, where relevant.
- All staff will evaluate all development and training activities against the needs identified in the development and training plan.
- The service must determine who will meet the costs of any authorised development or training activity.

CODE OF CONDUCT FOR STAFF

The Early Childhood Australia Code of Ethics and the Protective Practices for Staff are the foundation for our code of conduct. In addition, staff need to ensure that they:

- Role model appropriate practice to children and new staff, especially in relation to sun protection, and health and hygiene practices.
- Use their initiative in the workplace in relation to the daily mundane tasks that have to be completed, such as packing up and maintaining order in work areas.
- Fully participate in accordance with the duties as described in their Professional Information Document, as well as contributing to program planning and implementation and participating

- in professional development and training.
- Know and understand the philosophy and goals of the service as well as the operational policies and procedures of the service.

It is a requirement of all employees to familiarise themselves with the content of the service code of conduct and to carry out their duties in a manner that is consistent with its values, behavioural principles and standards of professional conduct.

Contravention or failure to comply with a professional conduct standard will constitute misconduct. An employee who contravenes or fails to comply with the conduct standard may be liable to disciplinary action.

Dress Code

Staff should dress appropriately whilst at work, with particular attention to safety and modesty. Staff are required to wear their work uniform with closed in shoes. Staff are to wear a broad-brimmed hat when they are facilitating an activity outside. Staff are required to wear their staff badges whilst at work and for them to be clearly visible.

Fit and Proper to Work

Staff are expected to come to work when they are fit enough to do so without risking injury or infection to themselves or others.

Staff must attend work, free from the influence of alcohol and non-prescription drugs. Our Lady of Hope OSHC is a non-smoking area. Staff should advise the person responsible if they are taking any medication that may affect their capacity to work (e.g. cause drowsiness).

STAFF HANDBOOK

Each staff member receives a digital staff handbook as part of their induction.

INDUCTION

Each individual who begins work at our OSHC service will have a clear understanding of their role and the expectations of their performance and be given the opportunity to engage with the philosophy and context that underpin the operation of the service at the earliest possible time.

New employees will receive a comprehensive induction and be supported and guided in their first weeks in a new position.

DETERMINING THE RESPONSIBLE PERSON PRESENT AT THE SERVICE

A Responsible Person will always be present at our OSHC service, whenever the service is operating. This could be the nominated supervisor: a prescribed or declared certified supervisor who has consented to be the Responsible Person placed in day to day charge of the service.

The name of the Responsible Person is publicly on display at all times when children are in care and is visible to anyone on entering the service. The name is also recorded in the daily roster.

RESOURCES/REFERENCES

- Protective Practices for Staff at www.decd.sagov.au/docs/documents/1/ProrectivePracticesforSta.pdf
- Early Childhood Australia Code of Ethics at www.earlychildhoodaustralia.org.au/code_of_ethics/childhood_australias_code_of_ethics.html
- DECD Creating and Sustaining a Performance Development Culture at www.decd.sa.gov.au/hrdevelopment/pages/workforcedevelopment/performanceculture
- South Australian Catholic Schools Enterprise Agreement 2017 <http://online.cesnet.adl.catholic.edu.au/docushare/dsweb/View/Collection-4365>
- Award information and assistance FairWork Australia at www.fwa.gov.au

ATTACHMENTS

Appendix 1 Grievance Flow Chart



(Chairperson)

13-3-2020

(Date Reviewed)



(Principal)

13-3-2020

(Date Reviewed)

GRIEVANCE FLOWCHART

