

D-12 BEHAVIOUR MANAGEMENT



POLICY STATEMENT

TWOOSH aims to provide a safe and caring environment which encourages cooperation and positive interactions between children, Educators, Guardians, Management and the Management Committee.

Rules will be clearly established based on safety, respect for others, property and environment.

TWOOSH aims to lead and encourage children to be responsible for their own behaviour. To facilitate this, positive behaviour will be encouraged and self-discipline will be developed through positive role modeling and redirection. We will aim to work closely with TWPS, and ensure rules and consequences are consistent with that of TWPS's Child Welfare Policy.

TWOOSH reserves the right to suspend or terminate care at any time if we determine that a child's behaviour, or the behaviour of a Guardian, poses a risk to the health, safety, and wellbeing of other children or impacts on the effective operation of the setting.

TWOOSH has a duty of care under the WHS Act 2011 to Educators to provide a physically and psychologically safe workplace. As such, TWOOSH also reserves the right to suspend or terminate care at any time if we determine that a child's behaviour, or the behaviour of a Guardian, poses a risk to the health, safety, and wellbeing of any Educator. The assessment of unacceptable conduct will be based on how the interaction is experienced by the Educator, rather than the intent of the person engaging in the behaviour. This decision will be made at the discretion of Management and the Management Committee, where possible, after reasonable efforts have been made to resolve the issue collaboratively.

REFERENCES AND CONSIDERATIONS

- National Quality Standard 2026
- United Nations Convention on the Rights of the Child
- TWPS Behaviour Support and Management Plan
- WHS Act 2011
- My Time, Our Place Framework for School age care in Australia 2022
- Education and Care Services National Law Act 2010

Related TWOOSH documents

- Family Information Booklet
- TWOOSH Philosophy
- Policy D-9 Providing a child-safe environment
- TWOOSH Rules
- Policy A-16 Parent and Gaurdian Code of Conduct

PROCEDURES

Rights and responsibilities

Children, Educators and Guardians have rights and responsibilities to ensure the success of this policy. Guardians, Educators and Thornleigh West Public School (TWPS) have a partnership based on shared responsibility and respect; together, this creates an environment where children can play safely and happily. It is desired that Educators develop a partnership with Guardians and children to consistently and positively achieve acceptable behaviour. Educators, Guardians and children will raise concerns as they arise and discuss ways of working together to assist children to make changes. Behaviour reports may be written to document specific incidents.

Management can exercise discretion based on individual circumstances in regard to this policy and outcomes related to childrens' ongoing enrolment at TWOOSH.

Guardians' rights

Guardians have a right to be:

- ◆ treated and spoken to in a courteous manner by others.
- ◆ engaged professionally and ethically.
- ◆ advised of any issues, incidents or concerns regarding their children.

Guardians' responsibilities

Guardians have a responsibility to:

- ◆ shape their child's understanding and attitudes about acceptable behaviour.
- ◆ encourage acceptable social behaviour.
- ◆ be aware of and encourage children to observe TWOOSH expectations and rules.
- ◆ notify TWOOSH of any issues, medical conditions, trauma, diagnosed behavioural conditions, social or emotional conditions, or any other circumstances which may have an effect on the child while in our care, or have an impact on their behaviour. For any diagnosed conditions, TWOOSH will require appropriate documentation and strategies to be provided.
- ◆ assist and encourage children to maintain personal hygiene and cleanliness.
- ◆ assist their children to develop a positive self-image, tolerance and understanding of others.
- ◆ discuss any concerns or any information that may aid in the daily care of their child with the Director or Responsible Person.
- ◆ allow only reasonable items to be brought to school. TWOOSH is not the place for personal items, especially if they are valuable or highly desirable. We strongly discourage Guardians from allowing their children to bring such items to TWOOSH. Time will not be spent looking for personal items if they go missing during TWOOSH attendance.
- ◆ ensure they meet the requirements of TWOOSH Electronic Device policy
- ◆ accept responsibility for any willful damage to TWOOSH property by their children.
- ◆ work in partnership with TWOOSH, implementing plans to improve their child's behaviour.
- ◆ adhere by the conditions and terms of all TWOOSH policies

Educators' rights

Educators have a right to be:

- ◆ spoken to in a courteous manner by children, Guardians, and other Educators.
- ◆ treated with respect by children, Guardians and other Educators.
- ◆ able to perform their duties without harmful, stressful, intimidating or disruptive influences.
- ◆ supported by Management so that they can undertake their responsibilities.
- ◆ cease any communication or correspondence that is disrespectful or causes distress. The assessment of unacceptable conduct will be based on how the interaction is experienced by the Educator, rather than the intent of the person engaging in the behaviour.

Educators' responsibilities

Educators have a responsibility to:

- ◆ be responsible for the care of children at TWOOSH and developing appropriate programs that meet the needs of the children who attend.
- ◆ encourage children to be productive and self determining in choosing and developing activities which interest them.
- ◆ accept and value each child as an individual with dignity.
- ◆ assist children in using facilities and equipment properly and in the way they are intended to be used.
- ◆ ensure children have the opportunity to be heard.
- ◆ develop a positive self image, tolerance and understanding in children.
- ◆ be fair and consistent when supporting the children.
- ◆ ensure that Educators communicate with a child in a friendly and courteous manner, in a way that is appropriate and understandable for the child.
- ◆ introduce children to simple conflict resolution skills.
- ◆ provide opportunities for all children to experience personal success and to develop their potential.
- ◆ give praise and positive feedback to the children as often as possible.
- ◆ provide an environment where children are encouraged and supported to develop social, recreational and life skills through play.
- ◆ help provide an aesthetically pleasing and stimulating environment.
- ◆ maintain an environment where all children have the opportunity to play happily without interference from others.
- ◆ discuss and consistently reinforce TWOOSH rules and expectations.
- ◆ encourage, role model, and reinforce acceptable behaviour, and redirect when necessary.

Children's rights

Children have the right to:

- ◆ feel safe
- ◆ play happily without interference from others
- ◆ be treated with respect, spoken to fairly and courteously by others
- ◆ be treated as an individual with dignity and value
- ◆ have their property respected

Children's responsibilities

Children have a responsibility to:

- ◆ follow TWPS rules
- ◆ follow TWOOSH rules (listed below). These rules were developed with the children at TWOOSH and endorsed by Management and Educators.

TWOOSH RULES

- ◆ Stay in bounds
- ◆ Be kind to others and use kind words
- ◆ Keep hands and feet to yourself
- ◆ Be safe and keep others safe
- ◆ If you have a problem, see an Educator
- ◆ Take care of equipment and the environment
- ◆ Tidy up after yourself and keep TWOOSH and the school grounds clean
- ◆ Follow instructions and directions given by Educators at all time
- ◆ Follow Sunsafe procedures including wearing appropriate hats
- ◆ Bring your best manners with you and be respectful
- ◆ Sticks and stones stay on the ground
- ◆ Shoes must be worn at all times unless permission is given to remove them

Encouraging positive and responsible behaviour

- ◆ At TWOOSH we encourage behaviour that will be supportive of the children at TWOOSH growing into healthy, happy and responsible adults.
- ◆ Educators will model positive behaviours to children on an ongoing basis.
- ◆ Positive behaviour, children's strengths and achievements will be encouraged and celebrated verbally on an ongoing basis.
- ◆ In addition to that, TWOOSH Educators will recognise, show appreciation for, and reward positive behaviour in more formal ways, including 'terrific tickets', or special jobs and privileges etc.
- ◆ Educators will empower children by creating a range of opportunities for them to take responsibility and be involved in decision-making and to engage positively in the TWOOSH program.
- ◆ Children will be given opportunities to be responsible for their own behaviour by developing problem solving skills with the support of TWOOSH Educators.
- ◆ Children will be encouraged to seek support from Educators before a problem escalates.
- ◆ Educators will replace unwanted behaviour with behaviour that is acceptable. Redirection is a better alternative to "no"; children will be redirected to more appropriate activities when necessary.

What is bullying?

Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons in person, or online. Bullying can involve humiliation, domination, intimidation, victimisation and all forms of harassment including that based on sex, race, or disability. Bullying of any form or for any reason can have long-term effects on those involved, including bystanders. The four main types of bullying include physical, verbal, social, and psychological. Conflict or fights between equals or single incidents are not defined as bullying.

Managing inappropriate behaviour

TWOOSH does not tolerate any action that undermines a person's right to feel safe. TWOOSH Educators will take appropriate steps to stop such behaviour. Bullying may result in immediate exclusion from TWOOSH.

A senior strike system is in place (for children in years 3-6) to emphasise the privilege of having a 'senior hub' space and to encourage positive behaviours and be role models to younger peers. Any senior who misbehaves in an inappropriate way, harms someone or mistreats TWOOSH property will receive a strike. Educators will provide feedback to the Guardians upon pick up when this has been issued. If three strikes are received within the current term and a child continues to misbehave, this will result in a behaviour report.

When children act irresponsibly, or in unsafe ways, the following steps will be followed:

1. Educators will deliver a positive but firm reminder of TWOOSH rules and expectations to the child or children involved. Children will be encouraged to revisit the TWOOSH rules which are on display.
2. If the behaviour continues or they are acting in an unsafe way, consequences may involve:
 - Drawing the child's attention to the rules and boundaries of TWOOSH;
 - Limiting where the child can play;
 - Reflection time; time away from play, sitting in a quiet place for a short period where the child is encouraged to reflect.

Educators will follow up by discussing the situation with the child and work together to make an action plan for encouraging responsible behaviour in the future.

3. A support plan may be developed by the Educators in consultation with the child's family to best support the child's needs and work together to provide consistent strategies for the child.
4. If unacceptable behaviour continues, a child refuses to comply with the Educator's request or the behaviour is deemed extreme, a Behaviour Report may be issued. A behaviour report also will be issued if a child has already accumulated prior strikes within a term. Guardians will be notified of the events that have taken place and children will be made aware that choosing not to cooperate could lead to negative consequences, up to and including suspension from TWOOSH.
5. Suspension will apply if any child persistently refuses to cooperate with TWOOSH Educators or comply with TWOOSH rules and receives prior written Behaviour Reports. In line with TWPS policy, any child who is violent or threatens serious violence, possesses a suspected illegal drug or prohibited weapon, or engages in criminal behaviour related to the school will be immediately suspended, up to and including cessation of care arrangements. Guardians will be notified in person or by phone and will need to sign any Behaviour Reports issued.

Any incidents may also be communicated to TWPS to discuss concerns within the school community.

Behaviour Reports

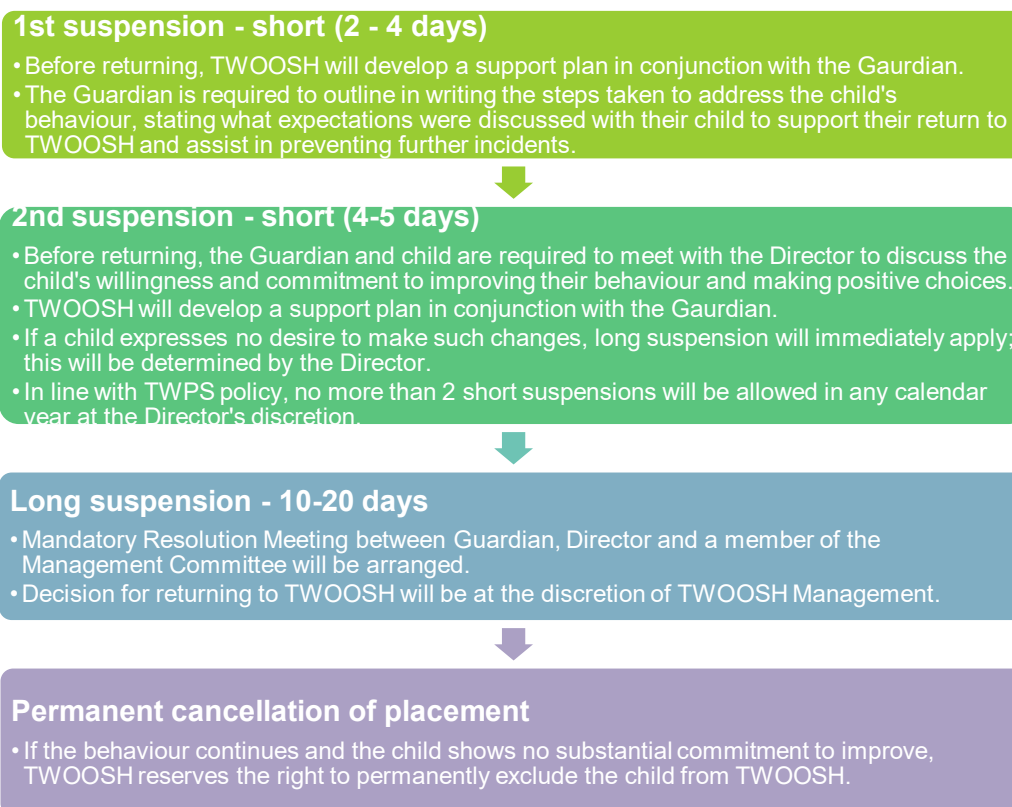
The Behaviour Report process highlights the Guardian's responsibility to take an active role and work with their child in partnership with TWOOSH to make positive changes to their behaviour. Suspension allows children time to reflect on their behaviour, to acknowledge and accept responsibility for the behaviours and to put plans in place to improve their behaviour in the future.

At any of the concerned party's request, a meeting between Guardians, Responsible Person or Director and an appropriate member of the Management Committee may be arranged to discuss options and strategies to improve the child's behaviour.

Behaviour Reports remain active for the duration of a child's enrolment and may be added to at any time. Ongoing or repeated issuance of Behaviour Reports may result in continued suspension of care at TWOOSH's discretion. Persistent concerns may lead to further consequences and may impact the child's ongoing enrolment, up to and including the cessation of enrolments. Behaviour Reports and necessary consequences still apply even if the guardian chooses not to sign them.

Suspension

Suspension is the exclusion of a child from TWOOSH. Normal paid absent fees apply during these periods. The suspension process at TWOOSH is as follows. This process can be adapted at TWOOSH's discretion.



Revisions

Date of next review: June 2027

Date	Reviewer	Approved by
07.08.17		TWOOSH Management Committee
17.09.18		TWOOSH Management Committee
26.11.18		TWOOSH Management Committee
24.02.20		TWOOSH Management Committee
29.03.21	LL, MK	TWOOSH Management Committee

04.08.22	AR	TWOOSH Management Committee
26.10.23	EF	TWOOSH Management Committee
5.03.26	JS	TWOOSH Management Committee
