

C-1	STAFFING	 Thornleigh West OOSH
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POLICY STATEMENT

TWOOSH believes that employing and retaining high-quality Educators ensures quality care is provided and the safety, rights and best interests of children is of paramount consideration, throughout all aspects of recruitment and staffing procedures. We aim to employ the best possible Educators and ensure they are fit and suitably qualified with appropriate child safety background checks for employment in children's services. Our recruitment process aims to be equitable for candidates who apply. We aim to maintain a flexible, harmonious working environment which ensures the rights of employees are always met, with Educators employed under the appropriate awards and conditions.

An orientation process is conducted for all employees to ensure they are aware of child safe policies and procedures as well as the values and practices of TWOOSH. Educators receive clear guidelines regarding the expectations for their conduct and are encouraged and supported by furthering their skills via professional development opportunities. We encourage positive and open communication. Grievances are addressed quickly, effectively and confidentially. All Educators, volunteers, students, and visitors will be informed of their expectations and requirements relating to child safety and the paramount consideration of children. All practices will be in accordance with the Child Safe Standards.

CONSIDERATIONS

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulation 2011 (Regulations 46,54,82-84,118,136,146-151,168,170,173,176,181)
- National Quality Standard: Quality Areas 2.3, 3.1, 4.5, 6.1, 7
- 'My Time, Our Place' Framework for School Age Care in Australia 2022
- Child Protection Legislation
- Workplace Health and Safety Legislation
- Children's Services Award 2026
- Equal Opportunity Act 2010 Child Safe Standards
- NSW Reportable Conduct Scheme – Children's Guardians Act 2019

Related TWOOSH documents

- TWOOSH Educator Handbook
- Policy D-9 – Providing a child safe environment
- Policy B-7 – Interactions with children
- Policy A-12 – Confidentiality and privacy

PROCEDURES

Educator selection

Qualifications

Director/Nominated Supervisor

- ◆ Holds a Diploma of OSHC or Children's Services (or equivalent) and a minimum 3 years' experience in a relevant field
- ◆ Has demonstrated an ability to work with children and Educators
- ◆ Holds a current first aid certificate and a certificate in asthma and anaphylaxis management
- ◆ Has completed relevant Child Protection and Child Safety training
- ◆ Holds a current Working with Children Check (WWCC)
- ◆ Has completed the relevant National Police check
- ◆ Holds a current NSW Food safety supervisor certificate
- ◆ Is a person of good character and maturity who can be entrusted with providing adequate care and protecting the welfare of the children
- ◆ Is aware of child protection responsibilities and Child Safe Standards
- ◆ Has an interest and desire to work with children
- ◆ Communicates well with adults, children, and management
- ◆ Able to supervise and support Educators
- ◆ Meets all the requirements of the job description
- ◆ Be appointed by the Management Committee

Assistant Director

- ◆ Holds a minimum of Certificate IV in OSHC or equivalent and a minimum of 3 years' experience in a relevant field
- ◆ Holds a current first aid certificate and a certificate in asthma and anaphylaxis management, or willing to undergo training to obtain these
- ◆ Holds a current WWCC
- ◆ Has completed relevant Child Protection and Child safety training
- ◆ Has completed relevant Police criminal history checks
- ◆ Holds a current NSW Food safety supervisor certificate
- ◆ Is a person of good character who can be trusted with providing adequate care and protecting the welfare of the children
- ◆ Is aware of child protection responsibilities
- ◆ Has an interest and desire to work with children
- ◆ Communicates well with adults and children
- ◆ Able to supervise and support Educators
- ◆ Meets all the requirements of the job description
- ◆ Be approved by the Management Committee
- ◆ Be a minimum of 18 years old

Recruitment

Selection panel

- ◆ For a Director position, the Management Committee will appoint a panel to conduct the selection process. Three people will be on the panel, consisting of three members of the Management Committee. A panel and child safety convener will be nominated
- ◆ For an Assistant Director position, the Management Committee will appoint a panel to conduct the selection process. Three people will be on the panel, consisting of 1-2 members of the Management Committee and 1-2 senior TWOOSH members. A panel and child safety convener will be nominated.

- ◆ For other positions, the Director and Assistant Director will conduct the interview and selection process.
- ◆ Once the applicants are known, panel members will be asked to declare in writing any conflict of interest with applicants including personal relationships. Declared conflicts of interest will be assessed by the rest of the panel and may result in removal of a member from the panel if there may be a potential for bias.
- ◆ The Director/panel/panel convener will:
 - approve the job description and selection criteria for the position.
 - determine the method and placement of the advertisement and place the advertisement.
 - ask applicants to supply current WWCC or apply for one.
 - shortlist the applicants for interview.
 - contact the applicants shortlisted for interview and arrange the date and time.
 - conduct the interviews (see details below).
 - decide on a suitable applicant. For the Director and Assistant Director roles, a decision needs to be made before the Management Committee for final approval.
 - Conduct 2 referee checks
 - offer the position to the successful applicant and inform the unsuccessful applicants after the position has been accepted.
 - set a date for the commencement of employment and orientation.
 - prepare letter of employment and contract.

Advertisement

- ◆ Advertisements may be placed on online job sites (e.g. Seek)
- ◆ Advertisements are to include:
 - job title
 - brief position description, key duties and responsibilities, and essential/desirable criteria
 - specific employment information, including hours of work, child protection requirements and award rate
 - WWCC requirement
 - advice to applicants to include their contact numbers, a resume, a minimum of 2 referees and the referees full contact details, with at least one being a work reference.
 - closing date and postal/email address
 - request for a cover letter (not compulsory but preferred)
 - contact name and details where the applicant can obtain more information.

Interview

The selection panel will:

- ◆ Develop suitable interview questions, which relate to all aspects of the position and ensure equal opportunity and the safety, rights and best interests of children is of paramount consideration. The panel will decide who will ask each question.
- ◆ Develop a list of essential requirements for each answer.
- ◆ Meet to discuss the applications, develop a shortlist and decide on the interview date and times, no later than 5 days after the closing date.
- ◆ Allocate an appropriate time frame (approximately 30 minutes) to each interview, with a short break between for discussion.
- ◆ Ask the same questions to each applicant and record their answers. If required, the panel can use a rating scale to evaluate each applicant's answers.
- ◆ Discuss each applicant and their suitability for the position based on their answers, qualifications and experience, comments from referees, and the selection criteria developed by the panel. The panel may decide to consult the Management Committee or senior Educators at TWOOSH.
- ◆ Conduct a second interview (if required to decide between two applicants), with new questions or referee reports as appropriate.

- ◆ Contact the preferred applicant's referees (at least 2) to confirm applicant's background in child safety and suitability before offering the applicant the position in a 'child related' field.
- ◆ Decide on the successful applicant according to the selection criteria.

Should the successful applicant decline the position, Management will either make a second choice from the other applicants or if none are deemed suitable, re-advertise the position.

Notification

- ◆ Applicants will be given an approximate time that they will be contacted regarding the status of their application.
- ◆ The panel convener will notify the successful applicant and negotiate a starting date. If possible, an employment offer should not be made until the WWCC has been completed. If this is not reasonably practical, employment is to be offered subject to the check being completed. Applicants will be notified of this condition and be made aware that they cannot commence working at TWOOSH until WWCC details are received.
- ◆ A letter of confirmation will be sent to the successful applicant requesting acceptance in writing.
- ◆ After the appointment has been made and accepted, the other applicants will be notified that the position has been filled.

Equal employment opportunities

- ◆ All Educator positions will be advertised according to Equal Opportunity Act.
- ◆ No one will be discriminated against based on their cultural background, religion, sex, disability, marital status, physical appearance, age or income.
- ◆ All applicants and referees will be asked the same questions.
- ◆ All applicants will be selected according to equal opportunity guidelines.
- ◆ Selection will be based only on suitability for the position according to the selection criteria developed by the panel. The criteria will be assessed based on the information provided in the application and responses to the interview questions. It covers requirements such as qualifications, experience, communication skills, Child Safe Standards and WWCC. The applicant's demonstrated knowledge and ability to be fit and proper for the job, and to ensure the safety, rights and best interests of children are of paramount consideration in the criteria.

Conditions of Employment

- ◆ All relevant conditions set by the award will apply to all relevant employees. This includes personal/carers leave, annual leave, rostered days off, overtime, jury duty, etc.
- ◆ Management will ensure they are aware of the appropriate conditions and keep up to date in relation to any changes in the award.
- ◆ Educator appraisals will take place after a period of six months in the position (probationary period).
- ◆ Appraisals will then be conducted on an annual basis and monthly goal check-ins with their tribe leader.
- ◆ All Educators will maintain professional behaviour, at all times.
- ◆ All grievances are to follow the appropriate procedures as outlined in the grievance procedures.
- ◆ Educators are responsible for clocking in and out on the appropriate app to ensure they are paid for their shifts.
- ◆ Educators will be paid weekly in to their nominated bank accounts.
- ◆ Pays will be processed by Monday afternoon each week, or Tuesday when a Public Holiday falls on a Monday.
- ◆ 4 weeks' notice is required for all permanent educators when requesting annual leave. Requests for annual leave will not be unreasonably refused, having regard to TWOOSH operations.
- ◆ Management will determine applications for leave without pay on a case-by-case basis.

- ◆ Prior to employment each Educator will supply and record their full name, address, date of birth, emergency contacts, evidence of any qualifications they hold including first aid and the WWCC identifying number. The Director will validate and keep records of information in the Educator's file.

Immunisations

- ◆ All Educators are recommended to maintain immunity to Pertussis, Measles-mumps-rubella, Varicella, and Hepatitis A, through immunisation with your local health professional.
- ◆ Educators without these immunisations are recommended to stay away from work at TWOOSH during outbreaks of vaccine-preventable diseases.

Educator orientation

- ◆ A member of Management or the Director will conduct the orientation process as soon as possible after the applicant has accepted the position.
- ◆ The orientation process will include:
 - Introduction to current Educators and Management
 - Guided tour of TWOOSH
 - Information on where all relevant records are kept
 - Discussion about working arrangements and expectations, including professional code of conduct, duty of care and child safe standards.
 - Information about the review and appraisal system
 - Opportunity to ask any questions regarding TWOOSH or expectations.
- ◆ Educators will be provided with the following information during Orientation:
 - Educator Handbook which contains TWOOSH and Director/Assistant Director contacts, TWOOSH routine, Educator obligations and communication, information about programming and the My Time, Our Place framework, TWOOSH operation and hours, and TWOOSH's philosophy and policies. Please refer to the Orientation checklist.

Educator professionalism/code of conduct

- ◆ All Educators will receive the OSHC Code of Professional Standards, duty of care and expectations, the TWOOSH Commitment to child safety, and these will be discussed during the orientation process.
- ◆ Educators will be made aware of their duty of care and their responsibility in relation to supervision, health, and safety of the children.
- ◆ Educators will be informed of TWOOSH's policies, and the Director will discuss their responsibilities to read and adhere to these policies.
- ◆ Professional behaviour in all areas will be reviewed as part of the ongoing employment of all Educators.
- ◆ Management, in conjunction with the Director, will immediately address any breach in the professional expectations.
 - If the concern involves the Director, two representatives from the Management Committee will conduct the discussion.
 - All discussions will be recorded and the standard of behaviour and expectations clearly explained.
 - Any further problems will be addressed as per the discipline procedure.
- ◆ Educators are made aware of TWOOSH's philosophy and policies and will be expected to follow these. Should Educators have any concerns with the policies, they are to raise this with the Director or Management Committee.
- ◆ Educators will be expected to know, understand and perform their duties as per their job description.
- ◆ Educators are expected to start duties on time.
- ◆ Educators are expected to dress appropriately for their duties.

- ◆ Educators must not attend work under the influence of drugs or alcohol.
- ◆ Educators must not attend work when they are unfit to do so due to injury or sickness and must inform the Responsible Person as soon as possible.
- ◆ Educators will use only suitable language that is not offensive to other Educators, families and children.
- ◆ Educators will be expected to follow all confidentiality policies.
- ◆ TWOOSH is a smoke-free zone. Educators may not smoke or vape in or around the building, TWPS grounds, or in the sight of the children.
- ◆ Educators will be expected to know and follow the child protection policies (see D-11) Child Protection.
- ◆ The quality of the service and positive working environment is dependent on good Educator and Guardian relationships. Educators will follow proper communication procedures as outlined in the appropriate policies and procedures.
 - Educators must maintain good teamwork as outlined in all job descriptions.
 - Any conflicts that arise must be addressed as outlined in the grievance procedure.

Educator records

- ◆ The Director/s will keep and maintain an up-to-date register of all Educators.
- ◆ A file recording experience, qualifications and completed WWCC will be kept with Educator files.
- ◆ Records of professional development, performance plans and any other documents related to their employment will be maintained and stored confidentially.

Training and development

- ◆ All Educators will be given the opportunity to be involved in some form of training throughout their employment.
- ◆ All Educators will be given opportunities to upgrade their qualifications in line with the National Quality Framework.
- ◆ The Director & Management Committee will ensure that sufficient funds are available in the budget for all in-service training and development.
- ◆ Educator appraisals and TWOOSH requirements will be used to ascertain further training needs at the start of each calendar year or as the need arises. Where possible, a yearly plan for training will be made, including dates, Educators attending, and costs.
- ◆ The Director will inform the Management Committee of specific training and development needs of the Educators.
- ◆ The Director, in conjunction with Management, will source all training and determine who will attend which training.
- ◆ A variety of training methods will be used including:
 - Internal workshops conducted by TWOOSH Educators or external presenters
 - Webinars
 - External meetings with other OOSH services to exchange ideas
 - Time allocation for Educators to review any new resources that may be of value
 - External workshops, conferences and seminars.
 - Accredited short courses provided by registered training organisations.
- ◆ Educators are encouraged to share relevant skills and knowledge they obtained from any training with the other Educators in staff meetings, or where more time is required, in an internal workshop.
- ◆ TWOOSH will cover the costs of all authorised training (for permanent and casual Educators). TWOOSH will also cover costs of recertification for Educators. The individual Educator will have to cover tertiary study costs.

Tertiary scholarship

- ◆ An Educator or Management may initiate this. For a training application to be considered by the Management Committee, the following criteria must be met:
 - The employee must be a permanent employee.
 - Where TWOOSH contributes to the course fees, the employee must have been in continuous employment with TWOOSH for a minimum of 12 months. For traineeships where the government covers course fees, the 12-month period does not apply.
 - The employee must be undertaking a course that directly relates to their employment within TWOOSH.
 - The employee must continue working with TWOOSH for at least 12 months after completing the course or otherwise pay back the contribution or have it taken out of final wage payment at termination of employment.
- ◆ The maximum amount paid by TWOOSH, towards any one course, is 50% of the course cost up to a maximum of \$1000.
- ◆ The decision to provide financial assistance to any employee is at the sole discretion of the Management Committee and must come via the Centre Director.
- ◆ If the Educator does not complete the course within the timeline set by the Management Committee in writing, the Educator will be responsible for paying back the contribution made by TWOOSH.

Grievance procedures

General grievance procedure

- ◆ On commencement, all Educators will be given this policy which includes the grievance procedure.
- ◆ Educators and Management will be offered the opportunity to participate in some form of conflict resolution training.
- ◆ All people involved in the grievance should attempt to resolve the issue through informal discussion and use of problem-solving techniques.
- ◆ People directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around TWOOSH in a professional manner.
- ◆ Malicious claims will not be tolerated and will be the subject of disciplinary action where appropriate.
- ◆ Any problem, complaint or concern arising between Educators or between Management should be dealt with by the people concerned as close to the event as possible, to avoid escalation of the issue.
- ◆ Meetings of Educators and/or Management provide regular opportunities to raise and discuss general issues or concerns about TWOOSH. All discussions will be conducted in a confidential manner and will involve only relevant people. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or Guardians as appropriate.
- ◆ Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, Management may decide to investigate.
- ◆ If necessary, an Educator may raise their grievances confidentially with the Management Committee by emailing twooshcommittee@outlook.com. On receiving this correspondence, the Executive Committee will assign a suitable Committee member to act as the liaison.

Formal grievance procedure

- ◆ Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal approach should be taken.
- ◆ Grievance between Educators:

- As appropriate, the Director or the appointed Management Committee member (where relevant) should now be briefed about the grievance and its status.
- ◆ Grievance between Management Committee members:
 - the whole Management Committee should be briefed.
 - The grievance will firstly be investigated by the Director or Executive Committee as appropriate.
- ◆ The investigation will involve:
 - interviews with both parties and/or witnesses
 - assessment of relevant documentation e.g. job descriptions, policies etc.
 - preparation of a clear description of the issue
 - arranging a formal meeting between parties.
- ◆ A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial – having no input to the content of the meeting – and prepare a written record of the outcome(s) of the meeting.
- ◆ Where TWOOSH cannot identify a suitably impartial person, Management will agree to invite a qualified mediator to assist.
- ◆ The meeting will:
 - Identify the issue(s) of concern and persons who are involved
 - Arrange all parties to be involved and to put forward their views
 - Identify alternative solutions
 - Attempt to reach a mutually satisfactory resolution of the issue(s).
- ◆ At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input for the meeting but may offer support and advice to their party during the meeting.
- ◆ A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with Educator/committee files.
- ◆ The neutral party will inform Management of the meeting's outcome(s).
- ◆ Management will ensure that outcomes are included in job descriptions or TWOOSH policies where appropriate.
- ◆ If one party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the Management Committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.
- ◆ Where the issue of grievance is between the Leadership Team and Educators, and concerns standard of work performance or work practice, then the discipline procedure will be followed.

Disciplinary action

- ◆ It is important that Educators are fully aware of their responsibilities as an employee in TWOOSH and that clear guidelines are given regarding Educators' duties, code of conduct and professionalism.
- ◆ Management will ensure that all Educators are given clear job descriptions and orientation into the position with opportunity to clarify any issues.
- ◆ Educators are responsible for addressing any concerns and clarify any issues in the job description or expectations that they are unsure of.
- ◆ Educators are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- ◆ Educators will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.
- ◆ Educators have the right to appeal against any allegation and the right to speak on their own behalf or to have a union representative appear on their behalf.
- ◆ The following steps will be followed to deal with poor work performance or conduct. It may not be necessary to go through all the steps when the issue is resolved however Educators should be aware of the whole process.

- ◆ Should Educators fall below clearly identified standards then the Director or Management will take the following steps:

STEP 1: VERBAL WARNING

1. Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description.
2. Indicate what should happen to improve the situation and how the Educator can improve their performance.
3. Identify any support needed to assist the Educator to make the changes and take steps to implement these.
4. Indicate how the improvements will be measured, and when a review will take place (1-4 weeks depending on the circumstances).
5. Give an opportunity for the Educator to respond to the concerns and seek union representation or other representatives of their choice if required.

If this resolves the issue, there is no need to go any further.

STEP 2: WRITTEN NOTICE

1. Where the problem continues to occur, the Educator will be given written notice of the complaints against them.
2. A formal documented meeting with Management will take place. The Educator should attend and have the right to reply and discuss any complaints against them, or to be represented by a union member or other representative of their choice.
3. The Educator will be given at least 48 hours' notice of the meeting.
4. Minutes will be taken of the meeting and a copy put on the Educator's file and given to the Educator. The Educator may attach a written reply to the minutes.
5. The aim of the meeting is to negotiate how the situation may be improved.
6. The Educator will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these, and be informed of the method and date of review of their performance.
7. The Educator will be granted another probationary period, at the Director's discretion.
8. The Educator will be informed at this stage that termination will be considered if no changes occur.

If this resolves the issue, there is no need to go any further.

STEP 3: FINAL WRITTEN WARNING

1. If the problem persists, another meeting of Management should be called, and the Educator is given notice to attend.
2. The matter should be discussed as per the first formal meeting and further action considered.
3. At this stage, the Educator will be given a "final written warning".
4. Again, the Educator has the right to reply and can discuss the situation. They also have the right to have a union representative, or person of their choice, attend the meeting.

If this resolves the issue, there is no need to go any further.

STEP 4: TERMINATION OF EMPLOYMENT

1. If the problem continues after the 3 warnings, another special meeting of Management will take place and a decision is made as to the employment of the Educator.
2. If Management believes that the Educator's performance is unlikely to improve then the Educator will be dismissed.
3. A written notice will be given indicating date of dismissal and reasons for dismissal.
4. The Educator may be paid out in lieu of notice.

Procedure for dealing with serious unacceptable behaviour

- ◆ This applies where an Educator in the workplace:

- Intentionally endanger life
- Is found stealing
- Reports to work under the influence of drugs or alcohol
- Inflicts or threatens physical or sexual abuse, or harassment.
- ◆ The Director or Management will suspend the employee without loss of pay pending an investigation.
- ◆ The investigation is to be completed within 72 hours and an interview date is determined. If the investigation goes longer than 72 hours the Educator will still be paid.
- ◆ The interview is to be attended by the Director, a nominated representative of the Management Committee, the person reporting the unacceptable behaviour (if deemed appropriate by the committee) and or person of their choice if desired. The employee is to be advised formally of the findings of the investigation and the action being taken.
- ◆ When immediate termination is required, a dismissal notice is prepared at the interview, notice period (if required) as per contract/Fair Work Australia. When continued employment is recommended a warning letter will be issued.
- ◆ All the relevant records will be recorded on the employee's file.
- ◆ If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file, and the person making the report may be investigated.

Relief Educators

- ◆ When no one from TWOOSH's casual list is available to cover ratio, the Director may engage an employment agency to fill the vacancy or absence.
- ◆ The agency will be responsible for all pre-employment tasks and will provide TWOOSH with the Educator's qualification and WWCC details.
- ◆ The Director will, where possible, provide a modified induction to TWOOSH, which will include a tour of TWOOSH, introduction to Educators, a copy of the Educator Handbook, job description for relief Educators, code of conduct and copies of relevant policies. The Director will ensure that they are fully aware of their duties and expectations prior to commencement.
- ◆ Relief Educators must adhere to all areas of confidentiality.

Volunteers, students and visitors

Volunteers, students and visitors:

- ◆ Must have their own insurance to cover them while volunteering at TWOOSH; this will be kept on file.
- ◆ Will have a modified induction to TWOOSH from the Director, which will include a tour of TWOOSH, introduction to Educators, job description, and code of conduct. The Director will ensure that they are fully aware of their duties and their expectations.
- ◆ Will be required to sign in and out.
- ◆ Are not to discuss children's development or other issues with Guardians.
- ◆ Must adhere to all areas of confidentiality.
- ◆ Should never be left alone with or in charge of any children.
- ◆ Will not be counted towards Educator:child ratios, except for volunteers on excursions.
- ◆ Will be accepted for visits or placements on the discretion of the Director based on relevant considerations e.g. Educators' ability to supervise and be available to help the students.
- ◆ Will work with the Director in relation to times and expectations.
- ◆ Will provide emergency contact details and any medical information to be kept on file.

Volunteers

- ◆ Volunteers need to provide two suitable referees. They will also be required to comply with the WWCC guidelines and provide a valid WWCC.
- ◆ A job description will be drawn up for volunteers outlining their responsibilities.
- ◆ Volunteers will be given a copy of relevant policies such as behaviour management.

Students

- ◆ For high school students, placements will be offered to students who wish to gain work experience as part of a school program. The participating school or family must initiate work experience. The school must provide written authorization for the students.
- ◆ For students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation or community services, the training organisation must initiate the placement and identify the student's suitability. The training organisation must provide written authorisation for the students.
- ◆ Students will be made aware of relevant policies.

Visitors

- ◆ Visitors may be invited to TWOOSH to enhance the children's program.
- ◆ Visitors may include local people or Guardians with a skill or ability to share, or local community resources such as police, fire brigade etc.
- ◆ All visitors that come on site to interact with the children in any way must provide a valid WWCC. This includes sporting coaches and incursion suppliers.
- ◆ All other visitors must make an appointment to see the Director.
- ◆ Professional access to TWOOSH will be at the discretion of the Director or management or when required by law to do so. Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police.
- ◆ Any unwelcome visitor will be calmly asked to leave TWOOSH. If they refuse, the Director or Responsible Person on duty will call the police for removal.
- ◆ No Educator is to try to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible.

Child : Educator ratios

- ◆ The ratios are:
 - 15 children to 1 Educator for regular in Centre days.
 - 10 children to 1 Educator for excursions.
 - 5 children to 1 Educator for swimming excursions.
- ◆ There will always be a minimum of 1 additional Educator over the above allocation of Educators unless it is not possible due to Educator absences.
- ◆ There will always be a minimum of 2 Educators present in any area as well as for all opening and closing shifts.
- ◆ When Educators are sick or unable to attend work, appropriate relief Educators will be employed to meet the staffing ratios.
- ◆ For an emergency or if an Educator becomes sick, a replacement should be obtained where possible before the Educator leaves TWOOSH.
- ◆ Volunteers, students, and Educators who are under 18 years of age will not be counted as part of the Educator:child ratio, at any time.

Staffing arrangements

- ◆ TWOOSH's Nominated Supervisor is responsible for TWOOSH at all times regardless of their attendance at TWOOSH.
- ◆ In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to oversee the daily operation of TWOOSH. This person will not adopt the Nominated Supervisor's legal responsibilities during this time, however, will take on a basic supervisory role to ensure TWOOSH runs smoothly in the Nominated Supervisor's absence. TWOOSH displays the details of the Nominated Supervisor and Responsible Person at all times of operation.
- ◆ A Responsible Person will be selected at the Director's discretion based on sufficient skills, experience, qualifications, and approval to work with children.

- ◆ TWOOSH will appoint an Educational Leader and display the name of this person for families should they wish to discuss programming practices.
- ◆ The Educational Leader is responsible for supporting the development and implementation of the educational program in accordance with *My Time, Our Place*, mentoring Educators, and supporting continuous improvement under the National Quality Framework.
- ◆ At all times TWOOSH is operating, there will be at least one Educator who holds a current approved first aid, anaphylaxis and asthma management qualification.
- ◆ Educators will record their name and the hours they have worked directly with children each time they are working at TWOOSH. This record will also include the name of the Responsible Person, the Educational Leader, and the names of any students and visitors on the Educator sign in and out sheet in the staff area.

Revisions

Date of next review: December 2027

Date	Reviewer	Approved by
11.09.17		TWOOSH Management Committee
06.08.18		TWOOSH Management Committee
03.06.19		TWOOSH Management Committee
22.06.20	MK	TWOOSH Management Committee
28.07.21	LL	TWOOSH Management Committee
27.03.22	MK	TWOOSH Management Committee
13.05.24	JPV	TWOOSH Management Committee
1.0.6.26	JPV, JS	TWOOSH Management Committee