



STAFFING, RECRUITMENT AND EMPLOYMENT POLICY

POLICY STATEMENT

Clovelly out of School Care believes that educators are the most important asset to the quality of care provided and that employing and keeping high quality educators is imperative. We aim to employ the best possible educators and ensure they are fit and proper for employment in children's services. A flexible, harmonious working environment is maintained 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 that they are aware of the values and practices of the service. Educators receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities. Grievances are addressed quickly and effectively with the highest standards of confidentiality practiced. All practices will be in accordance with the OSHC Code of Professional Standards. COOSC will encourage positive and open communication between all parties involved.

All employees at COOSC have to complete a National police check every 12 months. If the Employee is currently contracted to work at COOSC, the cost will be covered by the Employer. All new staff members will have to complete a national Police check prior to beginning employment with COOSC.

PROCEDURE

Director

- Holds a current first aid, CPR, asthma and anaphylaxis certificate.
- Experience in a relevant field and demonstrated ability to work with children and educators.
- A person of good character that can be entrusted with providing adequate care for the welfare of the children.
- Holds accredited child protection certificate.
- Has an interest and desire to work with children.
- Has the ability to communicate with adults, children and management.
- The ability to supervise and support educators.

Assistant Director

- Relevant training as above and/or relevant experience to successfully fulfill the position.
- Holds a current first aid, CPR, asthma and anaphylaxis certificate.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Holds accredited child protection certificate.
- Has an interest and desire to work with children.
- Has the ability to communicate with adults and children.
- The assistant must be a minimum of 18 years.



Recruitment: Selection panel

When a position becomes available, management will appoint a panel to conduct the selection process. Two people will be on the panel. (Director and a member of the Management Committee or the Assistant Director)
The panel will:

- Approve the job description and select criteria for the position.
- Determine the method and placement of advertising and place the advertisement.
- Short-list the applicants.
- Arrange interview questions, date and time.
- Contact the applicants for an interview..
- Conduct the interviews.
- Arrange for the WWCC to be conducted on the preferred applicant.
- Applicant will arrange for a National Police check to be conducted.
- Decide on a suitable applicant.
- Offer the position to the successful applicant.
- Set a date for the commencement of employment and orientation of the new person.

Recruitment: Advertisements

Advertisements will be advertised through a range of media. Advertisements are to include:

- Job title.
- Specific employment information, including hours of work.
- Include that a WWCC is required.
- Include that a national police check is required.

Recruitment: Interview

- The selection panel will draw up suitable interview questions, which relate to all aspects of the position and ensure equal opportunity guidelines are followed.
- Management will discuss each applicant and their suitability for the position based on their answers, qualifications and experience and comments from referees.
- Should management have difficulty in deciding between two applicants, a second interview for these applicants will be conducted.
- The preferred applicant's referees will be contacted to confirm applicant's suitability.

Recruitment: Equal employment opportunities

- All educator positions will be advertised according to Equal Opportunity Legislation.
- No one will be discriminated against based on their cultural background, religion, sex, disability, marital status or income.
- All applicants will be selected according to equal opportunity guidelines.
- Selection will be based only on suitability for the position based on the selection criteria, which have been drawn up by the panel. The criteria will cover issues such as qualifications and experience, appropriate knowledge to meet the children's needs, good communication skills, and demonstration in being a fit and proper person for the job, including Working with Children Check and appropriate answers to the interview questions.

Staff Orientation:

The Director will conduct the orientation process as soon as possible after the applicant has accepted the position. The orientation process will include:

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- Introductions to existing educators and management.
- Guided tour of the service.
- Being shown where all relevant records are kept.
- Discussion about working arrangements and expectations, including professional code of conduct and duty of care.
- Opportunity to ask any questions regarding the service or expectations.

The new educator will be provided with the following information:

- Service operation and hours.
- The service philosophy and key policies.
- Staff Handbook
- Family Handbook.
- Service's code of conduct.
- Job description.
- Contract
- Emergency procedure duties.
- Taxation forms.
- Appropriate lines of communication with educators and management

Educator Professionalism:

- The OSHC Code of Professional Standards, duty of care and expectations will be discussed in the initial orientation process of all new educators to be made aware of their duty of care and their responsibility in relation to supervision, health and safety of the children.
- The Operations Manager will address any breach in the professional expectations outlined.
- All discussions will be recorded, and standard of behaviour and expectations will be clearly explained.
- Any further problems will be addressed as per the discipline procedure.
- Educators will be made aware of the services philosophy and policies and will be expected to follow these.
- Educators will be expected to know, understand and perform their duties as per their job description.
- Educators will be expected to maintain and improve their skills through participation in training and development opportunities. Management will ensure that finances are made available in the budget training.
- Educators will be expected to start duties on time.
- Educators will be expected to dress appropriately for their duties.
- Educators must not attend work under the influence of drugs or alcohol.
- Educators should not attend work when they are unfit to do so due to injury or sickness and must inform the service as soon as possible.
- Educators will use only suitable language that is not offensive to families and children.
- Educators will be expected to follow all confidentiality policies and procedures.
- The service is a smoke free zone.
- Educators will be expected to know and follow the child protection policies.
- Any conflicts that arise must be addressed as outlined in the grievance procedure.

In-service Training and Development:

- Management will ensure that sufficient funds are made available in the budget for all in service training and development.
- Appraisals and the services requirements will be used to ascertain further training needs.
- The Director will access all training available and determine who will attend.



- All educators will be given the opportunity to be involved in some form of personal development.
- A variety of training methods will be used including:
 - Internal workshops, which can be conducted by educators or outside presenters.
 - External meetings with other service to exchange ideas.
 - Time allocation made to educators to review any new resources that may be of value.
 - External workshops, conferences and seminars.

Review and Appraisal:

- An initial review will be undertaken within a period of 3 months in the position.
- All educators will be given at least a weeks notification of an upcoming appraisal.
- The appraisal system will clearly state the expectations for each position.
- The appraisal system will ensure two-way communication is maintained and is used as a positive avenue for improving staff performance.
- The appraisal system can be used, as a tool to identify future training needs of the educators.

Grievance Procedures:

General Grievance:

- All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem-solving techniques.
- Malicious claims will not be tolerated and will be the subject of disciplinary action where appropriate.
- Any problem, complaint or concern arising between educators should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue.
- Meetings with management provide regular opportunities to raise and discuss general issues or concerns about the service.

Disciplinary Action:

- It is important that the educators are fully aware of their expectations as an employee in the service 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 to address 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 behalf.

Should educators fall below clearly identified standards then the Coordinator or Management will:

STEP 1: VERBAL WARNING.

1. Give a verbal warning indicating the specific problem regarding the performance of their work or conduct.
2. Indicate what should happen to improve the situation and how the educators 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.
5. Give an opportunity for the educator to respond to the concerns.
6. If this resolves the issue, then 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 interview with the director will take place. The educator should attend and has the right to reply and discuss any complaints against them, or to be represented by a representative of their choice.
3. Minutes will be taken of the meeting and copy put on the educators file and given to the educator. The educator may attach a written reply to the minutes.
4. The aim of the meeting is to negotiate how the situation may be improved.
5. The educator will be informed at this stage that termination will be considered if no changes occur.
6. If this resolves the issue, then there is no need to go any further.

STEP 3: FINAL WRITTEN WARNING.

1. If the problem still persists another meeting should be called, and the educator given notice to attend.
2. The matter should be discussed as per the first meeting and further action considered. At this stage the educator will be given a "final written warning".
3. The educator has the right of reply and can discuss the situation. They also have the right to have a person of their choice attend the meeting.
4. If this resolves the issue, then there is no need to go any further.

STEP 4: TERMINATION OF EMPLOYMENT.

1. If the problem still continues after the 3 warnings, another special meeting of management will be called, and a decision made as to the employment of the educator.
2. If management believes that the educators performance is unlikely to improve then the educator will be dismissed.
3. A written notice will be given indicating date of dismissal (1 week from notice) and reasons for dismissal.

Procedure for dealing with serious unacceptable behaviour:

Where an educator in the workplace:

- Intentionally endangers 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 will suspend the employee without loss of pay pending an investigation.

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- The investigation is to be completed within 72 hours and an interview date determined.
- When immediate termination is required, a dismissal notice is prepared at the interview.
- All the relevant records will be recorded on the employees file

Casual Educators:

- The Director will keep a register of educators, which will be maintained and updated regularly.
- A file recording experience, qualifications, and completed Working with Children Check, will be kept.
- Job descriptions will be signed by all educators.
- The Director will provide an induction to the service, which will include a tour of the service, introductions to educators, a copy of the staff handbook, job description, code of conduct and

copies of relevant policies. The Director will ensure that they are fully aware of their duties and the services expectations prior to commencement.

- Educators must adhere to all areas of confidentiality

Volunteers, Students and Visitors:

VOLUNTEERS

- All volunteers will be required to comply with the WWCC guidelines.
- All volunteers will be required to sign in and out.
- Volunteers are not to discuss children's development or other issues with families.
- Volunteers must adhere to all areas of confidentiality.
- Volunteers should never be left alone with or in charge of any children.

STUDENTS

- Placements will be offered to students who wish to gain work experience.
- The participating school must initiate the work experience, identify the students' suitability and work with the Director in relation to times and expectations.
- All placements will be negotiated through the Director and placement may only be accepted on the discretion of the Director based on issues such as educators' ability to supervise and be available to help the students.
- Students should be made aware of relevant policies such as behaviour management.
- Students are not to discuss a child's development or other issues with the families.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone with or in charge of any children

VISITORS

- Visitors may be invited to the service to stimulate the children's program.
- Visitors could include local people or family members with a skill or ability to share with the children and educators or local community resources such as police, fire brigade etc.
- Any unwelcome visitor will be calmly asked to leave the service.

Educator: Child Ratios:

The educator to child ratios as outlined in the National Standards will be met always.

- There will be a maximum of 15 children to 1 educator and there will be a minimum of 2 educators present at all times.
- Students will not be counted as part of the educator to child ratio, at any time.



Communication:

EDUCATORS/MANAGEMENT

- Educators and management are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained always.
- The Director is the main line of communication between the educators and Management.
- Educators can raise any issues with the Director through the Assistant Director. The Director will ensure that this is drawn to management's attention through the monthly report.
- Where there is a distinct conflict between an educator and the Director, the educator or management member can act on this as per the grievance procedures.

EDUCATORS/FAMILIES

- Educators provide a comfortable and supportive environment for families and strive for open communication and good relations.
- Educators and families will treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained always.
- Educators will not be judgmental towards families and will respect their need to use childcare.
- Educators will accept family's individual differences in raising their children and in all cultural issues.
- Educators will ensure families are greeted at all sessions.
- Educators will maintain regular, open communication with families. Educators should inform families personally about anything relating to their children as an ongoing process.
- Educators will regularly talk to families about their child's interests or activities and respond to suggestions from the families.
- Educators will regularly talk to families about the child's cultural needs and celebrations.
- Communication with families will be maintained in a variety of ways such as:
 - Greeting.
 - Personal conversations.
 - Notice boards.
 - Parent handbooks.
 - Newsletters.
- Educators will ensure that families are aware of all lines of communication.
- Families and educators are requested to maintain confidentiality always.

EDUCATORS/CHILDREN

- Educators and children are to treat each other with respect, courtesy and understanding.
- Educators will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the service.
- Appropriate language is to be maintained always.
- Educators will use appropriate voice tone and level when talking to children.
- Educators will be supportive and encouraging and communicate to children in a friendly positive and courteous manner.
- Educators will greet and farewell children each session.
- Educators will initiate conversations with all children, and develop an understanding of the child and their interests.
- Educators will give praise and positive feedback to the children as often as possible.
- Educators will form friendly and warm relationships with the children in their care.
- When communicating with children, educators will ensure that they are understood and to communicate at the child's level.
- Educators will not threaten or verbally abuse the children in any way.



EDUCATOR/EDUCATOR

- Educators are to treat each other with respect, courtesy and empathy.
- Appropriate language is to be used between educators always.
- Educators are expected to work together as a team and be supportive of each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other educators.
- Educators will familiarise themselves with the content of all notices displayed around the service.

Staffing Arrangements:

- The service's Nominated Supervisor will be responsible for the service always regardless of their attendance at the service.
- In the absence of the Nominated Supervisor, a Responsible Person will be selected to oversee the daily operation of the service.
- This person will not adopt the Nominated Supervisor's responsibilities during this time. The service will display the details of the Nominated Supervisor and Responsible Person.
- The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the service's programming practices.
- At all times the service 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 each time they are working in the service.

RELEVANT DOCUMENTS FOR CONSIDERATION

Australian Children's Education and Care Quality Authority.

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations.

ECA Code of Ethics.

National Quality Framework.

Office of the Children Guardian

Version number	Date effective	Description of amendment
4	April 2019	Changes to wording
5	April 2020	Changes to wording in accordance with the changes to the National Regulations
6	April 2022	Changes to wording
7	August 2024	Changes to wording
8	August 2025	Addition made in regard to staff recruitment (Police Check

Considered and accepted by the Management Committee (representative) – B. Gibney

Considered and accepted by the staff (representative) – Sam Argyropoulos

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