

# Carnaby Kids Sports & Recreation Program

**Operations Manual (Policies & Procedures)**

## Table of Contents

<b>Program Information</b> .....	<b>3</b>
<b>Service Environment</b> .....	<b>5</b>
Behaviour Standards.....	6
Behaviour Management .....	6
<b>Service Operation</b> .....	<b>9</b>
Inclusion Policy .....	10
Complaint Policy.....	11
Enrolment Policy.....	12
Sign in and out Policy.....	12
<b>Health and Safety</b> .....	<b>14</b>
Health and Safety .....	15
<b>Child Protection</b> .....	<b>18</b>
Child Protection Policy.....	19
<b>Supervision</b> .....	<b>25</b>
Staff ratio .....	26
<b>Management</b> .....	<b>27</b>
Staff employment, Legislation and Finance .....	28
<b>Procedures</b> .....	<b>29</b>

## **Program Information**

### **Program content**

The service will provide safe, varied, stimulating and age appropriate sport and recreational based activities during school holiday periods. Children will feel welcome, included and important individuals as part of the program enjoying experiences that will enhance their self-esteem, build on confidence, learn life skills and will be treated with respect while their safety and well-being is the most important aspect.

### **Planned hours of operation**

The Carnaby Kids Holiday Sport & Recreation program operates during the weeks of school holiday periods with normal operating hours being between 8.30am – 4.00pm with the structured program running between 9.00am – 3.30pm.

### **Enrolment procedures**

In order to attend a Carnaby Kids Holiday Sport & Recreation session a full and completed enrolment form with payment for the participants must be submitted. Program enrolments will open up to a month prior to the commencement of the program. All enrolments will be made online through the Carnaby Kids webpage. Parents are strongly advised to register early to avoid disappointment as there are only limited spaces available.

### **Fees**

All fees are paid directly to Curtin University. Fees must be paid 24 hours prior to the commencement of the program. Fees vary from day to day and holiday to holiday so it will depend on the activities for each day. The program operates with limited numbers of children. If your child is absent (for whatever reason) we have to meet the same staffing expenses regardless and accordingly are not able to give credits for the days that children do not attend the program unless an authorised doctors certificate is supplied

### **Age group**

The Carnaby Kids program will cater for children from 6 years up to the age of 13 years old.

### **Public Holidays**

No programs will operate during public holidays (WA & National)

### **Non notified absences**

Full fee will apply. Parents are expected to notify the centre before the beginning of the program if their child will not be attending

### **Late Fee**

A late fee of \$20 per every half an hour will be incurred if children are not collected before the end of the designated program

## Carnaby Kids – Policies and Procedures

### **Drop off & Pick up**

Parents, caregivers and nominated supervisors are expected to sign their children in and out of the Carnaby Kids program on a daily basis.

### **Program Phone Accessibility**

Staff will have access to a phone at all times in case of emergencies and non-emergency situations

### **Refreshments**

Parents, caregivers and nominated supervisors are expected to provide morning tea, afternoon tea, lunch and enough drink to last the day for the program

Tap water is readily available and other food options can be purchased from the Carnaby Café during lunchtime, morning tea or afternoon tea when supervised with a staff member.

### **Confidentially**

Curtin Stadium will ensure that all personal information and forms will be treated with the strictest of confidence and will comply with the Privacy Act 1992. All records and information will be kept in a locked and secure area.

### **Complaints**

Parents can submit complains verbally or in written form to the Recreation Program Officer, All complaints and feedback must be recorded and reported to Recreation Program Officer of which feedback will be provided to the parent from the Recreation Program Officer within 2 days of the complaint being laid.

# Service Environment

Carnaby Kids – Policies and Procedures  
**Service Environment: Behaviour Standards**

**Objective:** To provide behaviour standards for children enrolled in the Carnaby Kids Sport and Recreation Programs

**Behaviour Standards Policy**

1. Children will be involved in setting the behaviour standards. Behaviour standards will be discussed and reviewed at the beginning of each program and will be incorporated into the centre charter
  2. Children will respect other participants in the program as well as Curtin Stadium staff
  3. Children will follow all safety guidelines set down by each program
  4. Children will treat other people the way they would like to be treated
  5. Children will be encouraged to solve problems among themselves with positive adult interaction
  6. Children will respect Curtin Stadium and other participant's property
  7. Children will be informed of Curtin Stadium's charter which includes boundaries and consequences
  8. Staff will encourage and reinforce positive behaviours as per the Carnaby Kids values
- 

**Service Environment: Behaviour Management**

**Objective:** To provide guidelines and procedures for staff to deal with behaviour management in a positive manner

**Policy on behaviour management is positive, sensitive and non-violent**

Curtin Stadium will have a procedure in place that encourages and reinforces positive behaviour

1. If the behaviour does not change after a warning, or two the child will be removed from the group and spoken to in a positive manner about his/her behaviour.

**Common sense, patience and understanding is the key**

2. Behaviour that is extremely out of character, unacceptable or unable to be dealt with may need parent intervention. Parents will be contacted, problem discussed and if possible a solution worked out. Staff and parents will work together to get an effective result
3. A child who displays behaviour unacceptable to the group (i.e: hitting another child, swearing, or disrespecting staff or property) will be spoken to in a calm and discrete manner by the supervising adult
4. All inappropriate behaviour must be recorded either on an incident form stating; time, date, child(ren) involved, incident details and the staff member recording it

### **Behaviour Management Procedure:**

#### **Step 1:**

- Sit with the child and discuss what has happened (giving them the opportunity to explain why their behaviour is not acceptable)
- Listen to the child thoroughly and decide with the child possible choices as to how they can better deal with the situation
- Encourage the child to ask for help when needed and discuss what has happened, the reason why their behaviour is not acceptable
- Talk about possible strategies about how to deal with the situation better in the future

Note: Severe inappropriate behaviour (Behaviour not adhering to the Behaviour Standards policy) that endangers other children, staff and/or the centre may go straight to step 3.

#### **Step 2:**

- If the unacceptable behaviour continues; place the child in a quiet part of the room, and discuss: his/her behaviour, ask for feedback/reasons for this behaviour, ask how they feel, or do they have any problems, ask the child how they could modify their behaviour, discuss possible solutions
- Write any discussions had and actions taken in detail in the incident report form
- Write the child's details and incident into the front of the behaviour book
- Parents are informed of incident when arriving to pick up their child at the end of the day

#### **Step 3:**

- If further consulting is required and the unacceptable behaviour continues the child must be taken to a quiet part of a separate room and be supervised by either the Recreation Program Officer or Supervisor on duty
- Transfer the child's details from the front of the behaviour management book to the back of the book
- Write any discussions had and actions taken in detail in the incident report form. Inform the Recreation Program Officer or Supervisor and them to co-sign details
- The Recreation Program Officer or Supervisor on duty will then contact the parent or caregiver who will be informed of the events/incident that occurred and their child's behaviour
- It will be recommended that the parents come into the centre to pick up the child and remove them from the situation/program and it will be reassessed in Step 4 as to if the child can come back into the program

#### **Step 4:**

- Call a family group conference with parents/caregivers and discuss
  - What behaviour issues or incidents that have happened, what action(s) were taken
  - Provide the parent with a copy of the behaviour management policy
  - Gain feedback from parent/child, and then discuss possible solutions

#### Carnaby Kids – Policies and Procedures

- Set a review date, and document meeting complete
- Give a copy to the Recreation Program Officer

**Note:** *All reasonable steps will be taken to correct inappropriate behaviour. In the instance that all steps and procedures have been followed and the behaviour is severe enough, the child may be dismissed from the program (formally by the Recreation Program Officer) to ensure the safety of the other children in the program, program staff and the centre.*



# Service Operation

Carnaby Kids – Policies and Procedures

**Service Operation: Inclusion Policy**

**Objective:** To provide opportunities for all children to participate in the program

**Sport and Recreation is for everyone**

**Inclusion Policy**

1. We welcome and include all children to our program, including children with disabilities with the support of parent/caregivers, specialists and guidance from support agencies. We are unable to provide one to one care for any individual child, however with support of family and external agencies we can work together to provide sport and recreational activities for all children
2. To the best of our ability, we will ensure the necessary modifications to the physical environment are taken into consideration
3. Confidentiality will be maintained at all times by staff with regards to children with special needs
4. Staff will review and modify programs if necessary to ensure enjoyment for all children in relation to the special needs
5. Appropriate assistance and programs will be planned and implemented as required on a regular basis
6. When children with special needs move to or from our centre, staff will work in conjunction with parents and relevant specialists to make the transition as smooth as possible
7. If the this program proves to have a negative influence on any child this will be discussed with the parents and it may be advised that the child should not continue attending

**Service Operation: Complaint Policy**

**Objective:** To have guidelines and procedures in place, when a parent/caregiver or an individual raises issues with the services/program of Curtin Stadium

**Complaint Procedure**

If a parent has a complaint they have two options available to them for giving feedback:

- Written on a feedback form, available from Curtin Stadium reception
- Or verbally to any staff member or the Recreation Program Officer
  - Parents can speak to any staff member to air their concerns
  - The staff member will record any feedback given
  - Supervisor will discuss with the Recreation Program Officer
  - Supervisor and Recreation Program Officer will action any changes if required
  - Supervisor will update all team members of all feedback and changes
  - Staff will discuss any feedback at full staff meetings
  - Supervisor/Recreation Program Officer will feedback to the parent within two working days on the outcome

**If a parent has a complaint of a serious nature**

1. Parents can speak to the staff member or supervisor on duty
  - a. Discuss any issues or concerns and plan a positive outcome
  - b. If parents are dissatisfied with the outcome, parents may make time to meet with the Recreation Program Officer to discuss any issues or concerns
2. Management will try and rectify issues or problems parents may have
3. Management will feedback to the parents on the outcome
4. Management will inform the supervisor and staff of all details
5. Any unresolved issues may be referred to external government based support networks.

**If staff have a complaint:**

- Staff can feedback any concerns to their immediate supervisor and discuss issues
- Supervisors will feedback and discuss with Recreation Program Officer
- Supervisor and Recreation Program Officer will try and rectify any issues or problems within five working days
- If staff are unhappy with the outcome, staff are able to discuss any issues with centre management directly

**Service Operation: Enrolment Policy and Procedures****Objective:** To provide guidelines and procedures for enrolment to Carnaby Kids Programs**Enrolment Procedure**

Parents and or caregivers must fill in an online enrolment form and provide the following details:

1. **Childs Details:** First Name, Last Name, Address, Home Phone, Age, Date of Birth, Gender, School, Medical Conditions, Behaviour Conditions, Doctors Name, Doctors Phone, Dietary/Religious Considerations
2. **Parent Details:** Mothers full name, Fathers full name, Guardians Name and contact phone numbers and email address, Authorised people to collect children, including names, phone numbers and any person denied access (a court order must be supplied).
3. **Program Details: Terms and Conditions**  
Parents must read and sign the conditions of enrolment before the child may attend the program.

**Staff Must:** Give parents a copy of:

Enrolment starter pack, program brochure, completed enrolment form (sent through as receipt to all participants) Access to Programs policies and procedures, Daily program details

**Service Operation: Sign In and Out Policy****Objective:** To provide guidelines and procedures for the safety of the children**Sign in and out Policy**

1. Parents, caregivers and nominated supervisors are expected to sign their children in and out of the Carnaby Kids program on a daily basis. Sign in and out sheets will be updated as and when required
2. Parents, caregivers and nominated supervisors must inform staff if a person who is not listed on the child's enrolment form will be collecting the child. Staff will not release a child to a person who is not identified on the enrolment form. Parents will be contacted before release
3. If a child is not present for the Carnaby Kids program, the program supervisor will check the communications to see if the parent or caregiver has called the facility. If not, the parent/caregiver will be contacted to find out if their child will still be attending for that day – parent, caregiver and nominated supervisor is reminded to call in to the facility if this is the case in future
4. If the child is not signed out of the program the parent /caregiver and nominated supervisor is contacted to re-affirm the collection of the child and the supervisor is to sign the child out on behalf of the parent. The parent is reminded to sign the child out in future
5. Reported absences are to be recorded and also logged in the program daily roll

6. Child/children can sign themselves out of the program; this must be received by the program in writing and signed by the parent outlining the time they are to leave the program where they are travelling too. The program takes no responsibility once the child/children signs themselves out and leaves the program. Note this refers to children from at least 13 years or older only.

**Late Fee Policy**

If a child is not picked up before the close of the program for the day within the allocated sign out time, the parent or caregiver will be issued a fine of \$20 per every half an hour per a child that is not picked up.

# Health and Safety

### **Health and Safety: Health and Safety Policy**

**Objective:** To provide guidelines and procedures for the health and well-being and safety of children participating in the program.

#### **Accident Procedure**

Anyone injured during the Curtin Stadium kids program will receive appropriate first aid treatment from trained first aiders.

Should further treatment be necessary the following action will happen

- In all instances parents will be notified
- Serious or life threatening injury – Dial 000 for ambulance (0 000 from internal phones) then call Curtin Security on 9266 4444 or 4444 from an internal phone
- Moderate injury - attend a local Accident and Emergency Clinic or Doctor

#### **Accident/Incident Reporting**

All accidents/incidents and near miss incidents shall be reported as per the Curtin University Health and Safety Manual

Utilising either the minor accident/incident form or the Curtin University incident/accident form, whichever is deemed appropriate.

- Apply first aid as necessary, make the child comfortable until parents arrive. If the injury is minor, comfort the child the best you can and apply first aid as necessary
- Complete all accident/incident reports and forward to Recreation Program Officer/Senior Staff immediately
- Report any serious accident/incidents to the Health and Safety Representative for Curtin Stadium

All accidents and near misses shall be investigated and prevention strategies put in place where applicable

#### **Illness and Medication**

If a child becomes ill during the program parents will be notified immediately and will be asked to collect their child.

Children will be kept in a quiet suitable (and supervised) area to wait for their parent/caregiver or medication attention (or medicine administering).

Any medication for a child needs written consent from the parent/caregiver. The medication will be clearly labelled and accompanied by written instructions as follows:

- Name of Child
- Name of Medication
- Prescribed dose

#### Carnaby Kids – Policies and Procedures

- Time required
- Parents Signature

The staff will sign the medication book when medication has been administered to the child, and counter signed by another staff member.

Medication will not be given to a child if:

- Medication has expired
- Medication is not prescribed for the named child
- Medication is not correct dosage for a child
- Parents have not signed for medication to be administered

#### **Head Lice**

Children with head lice will be unable to participate in the program. Children returning from having head lice must provide a medical certificate verifying that they are free of head lice.

#### **Sun Safety**

Parents must provide children with sunhats (preferably legionnaire or brimmed hats), approved sunscreen, and protective clothing during all times whilst on the program regardless of whether there is an outdoor activity scheduled or not. Curtin Stadium staff will ensure sun protective hats and clothing of children is worn at all times and if students are not complying they will not be able to participate in any outdoor activity.

Sun screen will be available from Curtin Stadium however it is recommended that children have access to their own sunscreen and sunscreen will not be applied to children by staff members

#### **Toilet Access**

Curtin Stadium events toilets will be utilised for the Carnaby Kids Programs and will not be accessible for any other members of the public or community including staff during the duration of the program.

Separate male and female toilets will be available at all times. Children are to wash and dry their hands prior to eating and after the use of the toilet.

All children must ask permission to use the toilets. If children are taking too long to use the toilet, staff will then investigate.

#### **Emergency & Disaster Procedures**

Fire and earthquake drills will be carried out in line with Curtin Stadium's Fire and earthquake drills.

Staff and volunteers are trained on emergency policies and procedures during their induction to the program. Curtin Stadium will be responsible for keeping accurate records of staff training and fire drills.

#### **Hazard Management**

A risk management plan will be created and completed for each sport and recreation activity



## Carnaby Kids – Policies and Procedures

undertaken during the Carnaby Kids Program. This will be signed off by the Recreation Program Officer.

A daily hazard checklist will be completed before each program. The checklist will include indoor-outdoor areas, toilets, equipment, first aid kit, the facility, program and any other risks. All hazards will be eliminated or minimised to ensure the children's safety.

### **Training**

All staff will be trained in the following:

- First Aid
- O2 and Defibulation
- Emergency Procedures
- Child Abuse indicators

As part of staff induction, all new staff are provided with a copy of this policy document.

# Child Protection

### **Child Protection: Child Protection Policy**

**Objective:** To provide guidelines and procedures for the care, safety, well-being and protection of children

#### **Child Protection**

Curtin Stadium is committed to the prevention of child abuse and to the protection of children and young persons.

This commitment means that the interest and welfare of the child or young person will be the primary consideration when any decision is made about a suspected abuse. The organisation supports the roles of statutory agencies (the Police and Department for Child Protection and Family Support WA) in the investigation of abuse and will report cases of suspected abuse to these appropriate agencies.

#### **Access to children**

Only Curtin Stadium staff and persons authorised on the child's enrolment form, will have access to the child.

#### **Dispute in Custody/Access**

Until Curtin Stadium have received any court order document, both parents/caregivers will have full access as per the original registration form. Any changes to a registration will need to be discussed and approved by the Recreation Program Officer.

#### **Court Order**

When Curtin Stadium receives a court order, this will be attached to the child's file, the individuals name will be removed from the child's authorised pick up list if applicable. This will be communicated to all staff members in the program and including customer support staff.

We also ask for a photograph of the individual to be supplied to Curtin Stadium so staff are aware visually of the person denied access/restraining/court order.

#### **Unauthorised Access**

If staff are unsure if the person is **unauthorised**

- Staff will check enrolment/registration details
- If the enrolment form confirms authorisation, with identification (???? Not sure what you mean here, perhaps it's just the English)  
the child is then released to that person's care and ask person to sign the child out

If the person is **unauthorised** after checking enrolment details:

- Staff will enforce non accessibility procedure
- Call the parent concerned, and inform them of what is happening
- If parent gives verbal consent, this must be supported by written consent from the parent (eg: email or fax)
- Staff will ask to see identification (drivers licence, passport) and record details

## Carnaby Kids – Policies and Procedures

If the person is from an external agency and requires access to a child

- Staff will ask to see some formal identification
- Staff will inform the Recreation Program Officer or Supervisor immediately
- Staff and management will ensure the person is legitimate
- Staff will co-operate with any request as long as they are reasonable
- Staff will notify the parent if applicable
- Staff will ensure the child is supervised at all times

If parent **denies** authorisation:

- Person informed and request to leave
- If person becomes hostile or argumentative then call for a senior staff for intervention, Curtin Security (4444) or the police if necessary

### **Children leaving the program unaccompanied**

Children may leave the program unaccompanied with written authorisation, from a parent or caregiver (providing the child is over at least 13 years old).

### **Care of the child**

All Health and Safety policies will be adhered to.

Staff will ensure that only persons named on the enrolment form will have access to the child.

Parent/caregivers will add authorised persons to the enrolment form, as required. Parents will advise staff in writing if any other person is picking up their child.

Staff will ensure that all areas of the centre are being supervised at all times and be aware of the locations of the general public/community using the facility.

Staff will notify parents in writing if there are any infectious or contagious concerns regarding their child (i.e: headlice).

### **Selection and Training of Staff**

All new staff will undergo an interview process in accordance with the Curtin Stadium guidelines.

Management as part of its interviewing procedure will ensure new staff are sympathetic to the aims of the abuse policy operating, and will provide training to ensure that new staff are aware of the warning signs which may indicate abuse.

All new staff referees will be checked. All volunteer workers will be checked and trained with Curtin Stadium's policies and procedures.

All staff will have a current working with children check

### **Training**

Curtin Stadium is committed to maintaining and increasing staff awareness of how to prevent, recognise and respond to abuse through appropriate training. As part of their induction, new staff must familiarise themselves with program policy on child abuse and be encouraged to read any resource material.

## Carnaby Kids – Policies and Procedures

### Health & Safety

A first aid kit will be available at all times. It is to be properly secured and kept out of the reach of children. When administering first aid, it should be done so in consultation with another staff member.

All equipment will be checked for damages before use. Staff must also be aware of unsafe equipment, toys and foods relative to the age of the child, and take preventative action where necessary.

### Supervision Guidelines

1. To minimise the risk of actual or alleged abuse in the program these guidelines will be followed
2. All staff should examine the opportunities or possible situations there are for staff to be alone with children. This should be avoided wherever possible. If you are alone use extremely careful judgment
3. Wherever possible an open door policy for all spaces should be used (i.e. not possible for toilets). Staff should be aware of where all children are at all times and check to ensure what they are doing is appropriate
4. Be aware of situations where children are out of sight together (dens, play huts etc.) and supervise accordingly
5. Visitors to Curtin Stadium should be monitored at all times by program staff
6. All volunteers and outside instructors should be monitored by the paid program staff
7. If activities require 1:1 physical contact (i.e. classes in swimming, gymnastics etc.) parents and caregivers should be advised
8. Unless requested by children or parents there is no need to assist school aged children with toileting. If the situation arises ensure that other staff know you are toileting a child/young person, and that parents are informed
9. Where a child or young person requires assistance, e.g. intellectually or physically disabled, if possible involve the parents/caregivers and outside agencies to assist. If this assistance is not available, ensure that the staff members are aware of the appropriate procedures when giving assistance

## Definition of Child Abuse

*"Any act by which an individual, institution or society as a whole that interferes with the well-being of a child or young person and deprives that child or young person of his or her rights".*

### There are four types of child abuse:

1. Sexual abuse occurs when someone uses his or her power over the child, or takes advantage of the child's trust and respect, to involve the child in sexual activity
2. Physical abuse is a non-accidental injury by somebody and also includes abusive administration of drugs or alcohol to a child
3. Emotional abuse is when a child's self-esteem is attacked by somebody to coerce the child into doing what the abuser wants them to do
4. Neglect is a denial of the basic needs/ rights of nurturing, food and shelter, so that the child fails to thrive. It must be seen as a form of child abuse

Family violence may be witnessed/experienced by children and involve physical, sexual and emotional abuse.

### *Acceptable Touching*

Any hugging, holding hand is acceptable as long as it is child initiated, or for the safety of the child. An unsettled child may be comforted with a hug as long as the child is comfortable with this. Staff may have to hold a child's hand while crossing the street for safety reasons, only.

## Responding to Child Abuse

The organisation will act on recommendations made by statutory agencies concerning the official reporting of suspected abuse and on consulting with families.

Staff will respond to suspected child abuse or any concerning behaviour by writing down observations, impressions and communications in a confidential register. This will be kept separate from program diaries, day books communication books and enrolment information.

Information volunteered by a child should be fully and accurately recorded.

No child should be interviewed or in any way questioned about the suspected abuse, particularly sexual abuse.

No staff member will act alone about suspected child abuse but will consult with the program management. Where staff and program management suspect child abuse has occurred and a child is unsafe, program management is committed to promptly reporting the matter to the Police or the Department for Child Protection and Family Support.

Staff involved in cases of suspected child abuse are entitled to have support. The program will maintain knowledge of such individuals, agencies and organisations in the community that provide support.

**When an allegation of Abuse is made Against a Staff Member**

Where it is suspected that the child abuse has been perpetrated by a staff member or other person assisting with the program, the matter must be reported promptly to program management.

Under no circumstances should the child making the allegation be exposed to unnecessary risk and his/her safety is paramount. The child must not be questioned in any way and reporting procedures should then be followed through immediately by management. This may require program management to contemplate removal of employee from the program environment subject to the requirements of the applicable employment contract. All actions will be undertaken discretely and as confidentially as possible.

**Peer Abuse**

The organisation will ensure that the safety of the child or young person is paramount and no form of physical, sexual or verbal harassment or violence from peers will be sanctioned or minimized in any way.

While the situation is being evaluated the children or young person's concerned will be separated. It is essential to reduce further emotional trauma for the victims who may be fearful and distressed if they are in contact with possible abusers.

In some cases where the abuse has occurred at the program immediate suspension may be appropriate.

The organisation will make every effort to keep specific and identifying information as private as possible. Nothing will be passed onto the media from this organisation and parents will be asked to keep information as private as possible.

When an abusing child is enrolled at the program there will be communication with the management and staff about risks involved. Co-operation of the family will be sought in doing this.

## Carnaby Kids – Policies and Procedures

### *Procedure If a Child Is Suspected Of Abuse*

The child concerned will be monitored while at the centre, a confidential report, dated and timed, of any unusual behaviour or physical signs will be kept. Only the child's initials will be used. The child will be monitored while at the centre for any additional abuse indicators. All staff will be kept informed of on-going abuse and the identity of the child. Action will be taken by management to alert the appropriate service. The child's safety is paramount and management will support any staff member who makes a report in good faith.

### **Guidelines for Responding to Child Abuse**

#### **When a child discloses abuse**

- be calm, listen carefully
- do not ask leading questions, or conduct an interview
- determine their immediate safety
- record what the child tells you, date, time
- don't promise not to tell someone, but you can reassure them that they have done the right thing and that you will do your best to protect and help them
- do not inform family or parents if the child's welfare would be threatened, or take any action that puts the child at greater risk

DO NOT TAKE ANY ACTION ON YOUR OWN

#### **Writing things down**

- record facts and observations - actual behaviours and signs, not your interpretation of them
- parents can have access to it
- these records can be used in court

It is normal for children to incorporate some sexual subjects and behaviour in their play. But be concerned:

- if this sort of play was occurring between children who were not in the same age group
- or was not consensual (involving bullying or threats)
- or was very frequent

#### **If you have concerns**

- resolve doubt in favour of the child - the child's wellbeing is paramount (CYPFS Act)
- discuss concerns with the Team Leader & the Centre Manager
- discuss concerns with the CYF call centre 0508 FAMILY (0508 326 459)

Lack of parenting skills can lead to neglect or abuse, but abuse and neglect are signals that intervention is necessary for the welfare of the child.



# Supervision

### **Supervision: Staff Ratio Policy**

**Objective:** To provide guidelines and procedures for the supervision, safety and well-being of all children

#### **Staff Minimum Supervision Ratio Guidelines**

The Carnaby Kids program will have a minimum of one staff member for every 10 children on the program.

#### **Staff and Volunteer Management**

Children will be supervised by a minimum of one staff per every 10 children, and will be within sight and sound of a staff member at all times.

#### **Staff and Volunteers**

All staff counted in the staff/child ratio are 18 years of age and older. Staff (and volunteers) that are under the age of 18 will be actively supervised by a person over the age of 18 years at all times. Volunteers will not count towards the staff/child ratio.

#### **Management**

Overall management and supervision of the Carnaby Kids program will be carried out by the Recreation Program Officer and the Supervisor who will both be over the age of 20 18 years.

#### **Instructor/participant ratios – The following must be considered:**

- Instructor competence, qualifications, skills, knowledge and experiences
- The age, ability, experience and maturity
- The degree of risk inherent in the activity, and the frequency of the exposure to real risks
- The level of control and supervision required
- Climate, other environmental factors and the time of year
- Site and local factors
- The nature and the availability of emergency support
- The desired outcome of the activity
- The guidelines laid down by recognised national advisory bodies for the activity concerned.

# Management

## Carnaby Kids – Policies and Procedures

### **Management: Staff Employment, legislation & Finance**

**Objective:** To provide guidelines and procedures for the management of the program including staff employment, legislation and finances

#### **Written Employment Agreement**

All employees must accept an employment agreement letter before commencing employment with Curtin Stadium. The original document will be held centrally with the Curtin University Human Resources team.

A total of two reference checks will be completed prior to confirmation of employment for all staff involved in the Carnaby Kids program (this includes full time, part time, casual staff and volunteers)

#### **Managing, support and training staff:**

A suitable induction plan is in place for all new employees and regular ongoing training and reviewing of the policies and procedures takes place.

All staff working within the program will have appropriate, regular and timely Performance Development Plans. These plans will consist of goal/objective setting and performance measurement, followed by coaching session(s) through the year, with a final review.

All records of training attended will be collated and stored within each staff members personal file.

#### **Volunteers**

- All volunteers must have the maturity that is appropriate to the age of the children in the program
- Supervision of volunteers is responsibility of the Recreation Program Officer, they should not be expected to undertake the same level of responsibility as paid staff
- Any agreement regarding reimbursement of expense must be made in writing

Recreation Program Officer and Supervisors must have conducted and induction/orientation prior to the commencement of their work placement/volunteering.

#### **Working with children check**

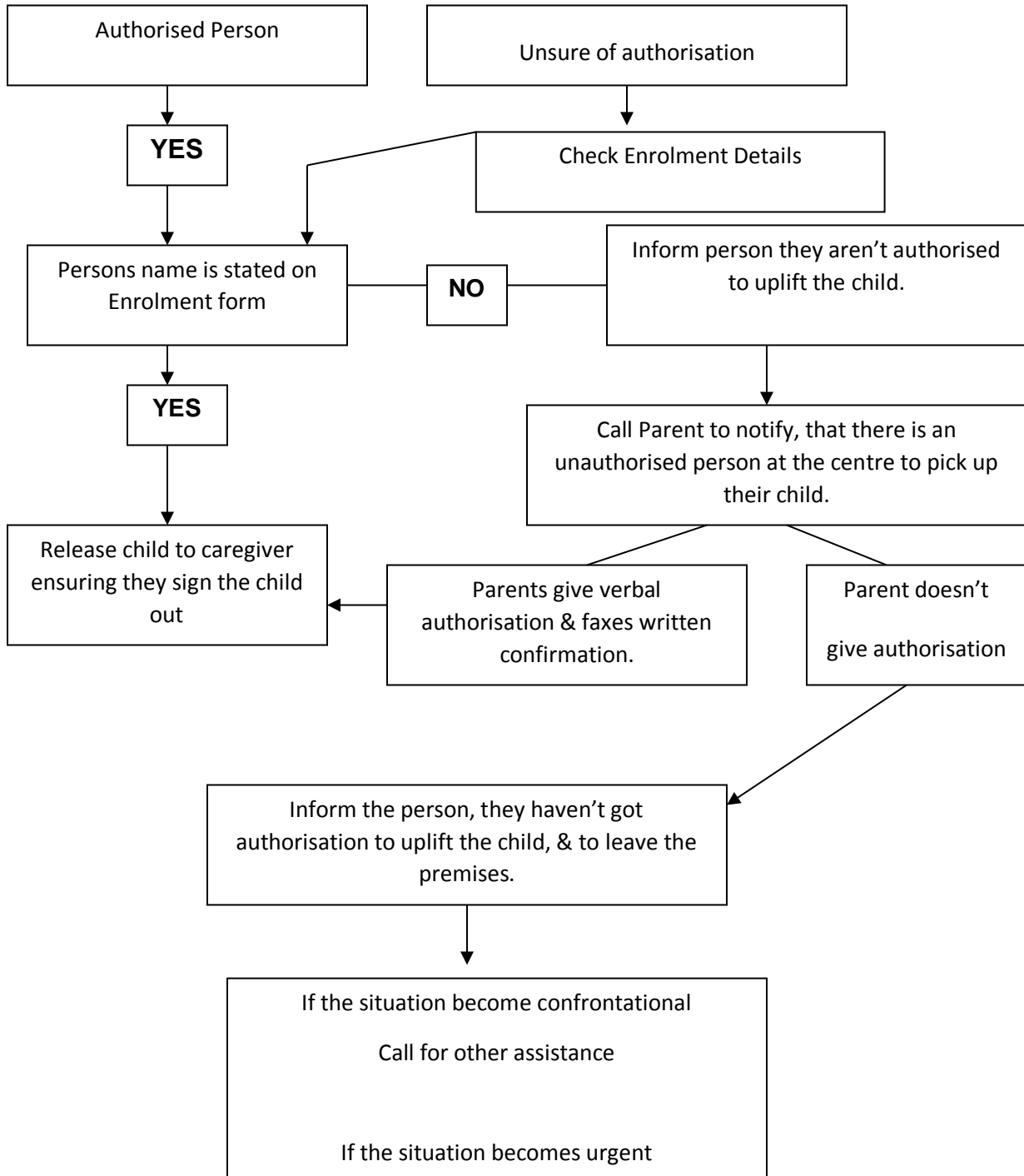
All staff and volunteers are expected to have an up to date working with children check when working on the Carnaby Kids Program. Working with children checks will need to consistently kept up to date.

#### **Finance**

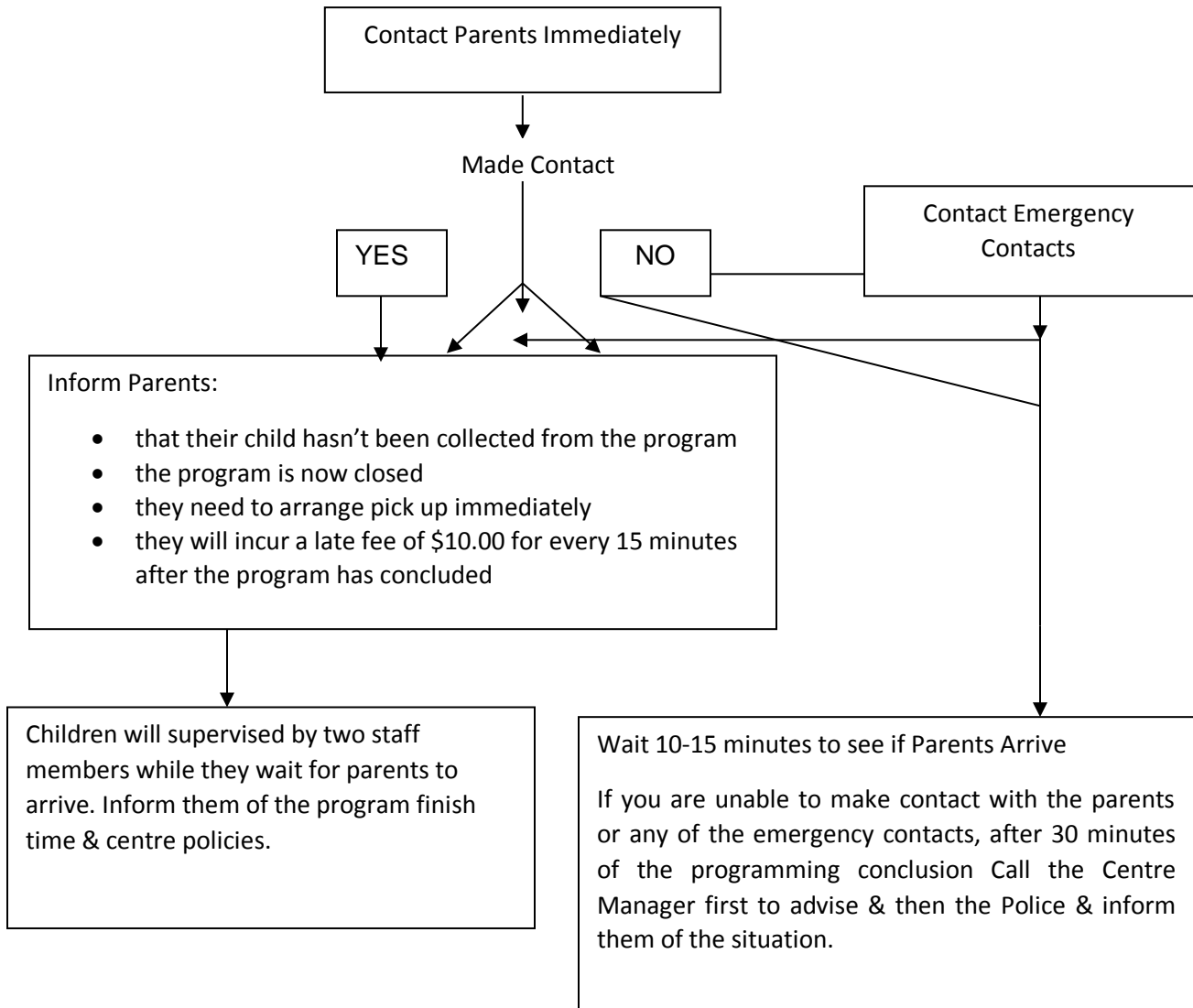
Curtin Stadium will have a defined program to handle accounts and finances in a professional and appropriate way and will comply with legislative requirements for taxation and financial reporting as per University guidelines.

# Procedures

**Access to Children**



**Children not collected at the End of the Program**



## Carnaby Kids – Policies and Procedures

### **How to deal with children who display inappropriate sexual behaviour.**

#### **What is inappropriate sexual behaviour?**

- Touching anywhere on the body where the child is uncomfortable
- Sudden increased sexuality with peers, or objects
- Seductive behaviour
- Age-inappropriate sexual knowledge
- Vulgar language with sexual statements

#### **How to deal with it**

- Two staff members must be involved at all times, when deal with inappropriate behaviour to ensure staff and child safety

#### **The staff are to:**

1. Inform the Recreation Program Officer and Supervisor
2. Separate the children
3. Talk to offending child/ren
4. Talk to other child/ren involved
5. Keep child isolated from the other children until the parent arrives
6. Record all data as it occurred, including staff actions
7. Call the parent/s concerned and inform them their child has been involved in an incident and you would like to meet with them
8. Plan a rehabilitative program with parents. In some cases instant dismissal may be your first port of call, depending on the offence. Discuss all options with the Recreation Program Officer
9. Monitor the child's progress to the plan

The key to resolve any delicate issues, is with open, honest, correct communication & information with parents, children, Centre Management and/or outside agencies.



**Emergency Procedures**

Emergency Alarms Are Activated

Staff:

- Gather children together, safely & calmly & head to the nearest exit
- Staff to check all Recreation Facility areas i.e. toilets, storerooms etc
- Staff to take Sign in & out sheets with them on exiting the facility

Are all Children in the program accounted for (from sign in & out sheet)

**YES**

**NO**

- Staff to continue to supervise children
- Waiting quietly until all clear is given by the Fire Brigade before returning to the facility

Notify the following people that a child(ren) is/are unaccounted for:

- Fire Brigade
- Building Warden
- Centre Manager (and other centre staff)

**DO NOT** go back into the building

Continue to get updates from Fire Brigade  
Contact parent/guardian of child

