

Operations Plan



Section 2. Staff Arrangements

Document Review

These policies and procedures will be reviewed annually.

Last Review Date: July 2013	Reviewed by: Director, Management, Employees, Families, Interested Parties
Next Review Date: January 2014 (or as necessary)	

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1 Educator Requirements (POLC-007)

The Service aims to maintain continuity of care by employing quality educators that are committed to the program in both energy and time. All educators who do not hold formal qualifications in early childhood or who are not in training for Certificate III, Diploma or Bachelor in Children's Services will be required to be by 1st January 2014. Educators are encouraged to continue developing their skills and knowledge. At least 1 educator on duty must hold a current Senior First Aid Certificate and all educators must hold a current Fire Awareness Certificate.

The Service is committed to providing equal opportunities for Educators and offers full-time and part-time positions.

Our Service will:

- Nominate a qualified and experienced educator or other individual as the Service's Educational Leader. This person is responsible for leading the development and implementation of the service's educational programs.
- Ensure that any educator that is under eighteen years of age does not work alone at the Service and is supervised at all times by an educator who is over eighteen.
- Only include educators in the educators to child ratio who are working directly with the children.

Related Procedures & Forms

DOCU-006	Employee Register
FORM-005	Employee Orientation Checklist
FORM-007	Employee Contract

1.1 Supervision of Services

Our Service will have at least one "responsible person" present at all times when caring for and educating children. A responsible person is:

- An approved provider, or
- A nominated supervisor, or
- A certified supervisor who is in charge of the daily running of the Service.

If more than one person at the Service is a "responsible person", a roster will be developed to ensure at least one is present whenever children are present.

The name of the responsible person will be clearly displayed in the main entrance of the Service.

1.2 Educator Qualifications

A Director is appointed as the Nominated Supervisor to conduct the daily operations of the Service with support from the Management Committee.



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The Director is required to have formal qualifications in early childhood and/or business administration or relevant experience. The educators will have the appropriate level of qualifications and experience to ensure requirements of the Service are met.

The qualification requirements for educators at a Service educating and caring for children preschool age or under are as follows:

- At least 50% of educators who are required to meet the relevant educator to child ratios must hold or be actively working towards at least an approved diploma level education and care qualification.
- By 1st January 2014, all other educators who are required to meet the relevant educator to child ratios for the Service must hold or be actively working towards at least an approved Certificate III level education and care qualification.

1.2.1 Standard Educator Qualifications

The following table explains the educator levels:

Level	Key Requirements
Level 5	<ul style="list-style-type: none"> • Diploma in Early Childhood or equivalent • Current Senior First Aid Certificate • Current Fire Awareness training • Current Ochre Card • Extensive experience in an early childhood setting • Ability to plan and coordinate training • Carry out the work of an Assistant Director • Knowledge of administration procedures
Level 4	<ul style="list-style-type: none"> • Diploma in Early Childhood or equivalent • Current Senior First Aid Certificate • Current Fire Awareness training • Current Ochre Card • Knowledge and experience of developing a care and educational program
Level 3	<ul style="list-style-type: none"> • Certificate 3 in Children's Services • Current Senior First Aid Certificate • Current Fire Awareness training • Current Ochre Card • Ability to assist in the planning and implementation of a care and education program
Level 1 & 2	<ul style="list-style-type: none"> • Working towards Certificate 3 in Children's Services • Current Senior First Aid Certificate • Current Fire Awareness training • Current Ochre Card



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1.2.2 Other Educator Qualifications

First Aid Qualifications	At least 1 educator who holds a Senior First Aid Certificate will be on duty at all times that there are children in attendance to immediately respond to an emergency. The list of approved first aid qualifications are published on http://www.acecqa.gov.au/home/
Anaphylaxis Qualifications	At least 1 educator who holds an approved Anaphylaxis Qualification will be on duty at all times that there are children in attendance to immediately respond to an anaphylactic emergency.
Emergency Asthma Management Training	At least 1 educator who holds an approved Emergency Asthma Management Certificate will be on duty at all times that there are children in attendance to immediately respond to an asthma emergency.

1.3 Child to Educator Ratio Compliance

At all times a nominated supervisor or certified supervisor will ensure that minimum ratio requirements for a care and education service are adhered to. This includes:

- At all times during indoor and outdoor play.
- While children are resting and sleeping.
- While children are using the bathroom.

The Service's educator to child ratios will always meet the minimum requirements as stated below:

- For children aged from birth to 24 months the educator to child ratio will be 1 educator to 4 children.
- For children aged over 24 months but less than 36 months the educator to child ratio will be 1 educator to 5 children.
- For children aged over 36 months – school aged the educator to child ratio will be 1 educator to 11 children.
- If children being educated and cared for at the Service are of mixed ages the minimum number of educators for the children must meet the requirements above at all times.

Age of Child	Number of Children	Number of Educator
6 weeks - 24 months	8	1 full time equivalent Qualified Diploma 1 full time equivalent Certificate III



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24 months - 3 years	18	2 full time equivalent Qualified Diploma 2 full time equivalent Certificate III
3 years - 6 years	33	2 full time equivalent Qualified Diploma 1 full time equivalent Certificate III
Total	59	9

The Service will employ 2 additional fulltime childcare staff (Floaters) to cover programming, study time, breaks and leave.

A chef is employed for 6 hours per day, for up to 30 hours per week.

Educators are employed as per Children's Services Award 2010. Refer to the Employee Register (DOCU-006) and Employee Contract (FORM-007) for further details.



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2 Recruitment & Induction (POLC-008)

The Service’s aim is to recruit and retain the most suitably qualified and experienced employees. The recruitment and induction procedure will ensure that all employees are aware of their roles and responsibilities in order for the Service to be compliant with National Law, Regulations and National Quality Standards.

Related Procedures & Forms

FORM-005	Employee Interview Questions
FORM-006	Employee Interview Assessment
FORM-007	Employment Contract
PROC-019	Employee Performance Management
FORM-008	Employee Orientation Checklist
FORM-009	Employee Record
FORM-010	Employee Immunisation Record
DOCU-006	Employee Register
DOCU-003	Employee Handbook
DOCU-012	Students and Volunteer’s Register
FORM-011	Student Orientation Checklist
DOCU-011	Student Handbook
FORM-012	Student Questionnaire

2.1 Recruitment and Induction

When a position becomes available at the Service the Director will publicly advertise the position to ensure equal opportunity is available to all suitable and relevantly qualified applicants.

The Director, supported by a current staff member or management committee member, will interview all potential new employees. If a person already employed as a casual staff member is considered suitable for the advertised position, and is the only applicant considered to satisfy the position’s criteria, then the interview process may be waived.

A person must have attained the age of sixteen (16) years if they are to be included in the staff/child ratios.

There must be two adult staff members for each person under 18 employed, if a person under the age of eighteen (18) years is included in staff/child ratios.

When developing our recruitment strategy, the Service will consider the following:

Position Description	<ul style="list-style-type: none"> • Establish an understanding of the roles and expectations for educators to provide a safe and supportive environment for children and young people. • Become more aware of the tasks required for specific activities. • Identify training needs.
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	<ul style="list-style-type: none"> • Reduce the risk of harm to children and young people. • Attraction and retention of educators.
Advertising the Position	<ul style="list-style-type: none"> • Include a clear statement about the services safe and supportive work practices. • Include clear, concise details about the Service. • Provide brief details about the position and working conditions. • Name a contact person for more information.
Selection Process	<ul style="list-style-type: none"> • Assessment of applicant. • Interview process. Use the Employee Interview Questions form (FORM-005) to record interview data. • Referee checks. • Verification of age and qualifications. • Current Ochre Card. • Decision. Use the Employee Interview Assessment form (FORM-006) to record outcome of interview. • Completion of Employment Contract (FORM-007).
Probationary Period of Employment	<ul style="list-style-type: none"> • Set goals to be met during a three (3) month probation period that applies to all positions. This may be extended at the Director's discretion. • Identify training needs, specifically in relation to risk management practices. • Provide support to the new employee to be successful in undertaking the role. • If the employee demonstrates poor work performance at any time follow the Employee Performance Management procedure (PROC-019)
Training	<p>Educators should receive training in the following areas:</p> <ul style="list-style-type: none"> • Identifying, assessing and minimising risks • The Services policies and procedures • Compulsory training as required by industry standards or legislation, and • Handling a disclosure or suspicion of harm, including reporting guidelines. <p>Training can be formal such as:</p> <ul style="list-style-type: none"> • Higher education training and accreditation. • Training offered by external organisations. • Training developed and delivered internally. • On-the-job training meeting key objectives. <p>Training can also be informal such as:</p> <ul style="list-style-type: none"> • Inviting police officers or Child Safety educators to meetings to



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	<p>discuss issues in relation to child protection.</p> <ul style="list-style-type: none"> • Inviting other professionals to speak at meetings or functions. • Internal mentoring and coaching.
Induction	<ul style="list-style-type: none"> • Complete an Employee Orientation Checklist (FORM-008). • Read the Operations Manual and all relevant documentation for their position. • Understand the Services commitment to an environment that is safe and supportive for children and young people. • The standards of behaviour expected as detailed in the Services Code of Conduct. • The Services safe and supportive policies and procedures, and strategies to minimise harm. • Procedures to follow when a disclosure of harm is received. • Reporting guidelines in relation to disclosures of harm and suspicions of harm. • Educators own rights and responsibilities, as well as those of children and young people. • What to expect if there is an allegation of harm made against other employees or themselves • The roles of key people at the Service. • Grievance procedures. • Complete administration forms. Enter all details into the Employee Record (FORM-009) and Employee Immunisation Record (FORM-010) as appropriate. • Familiarise themselves with the Service. • Get to know the children and their families. • Be assigned a mentor. • Enter details into Employee Register (DOCU-006)
Exit interviews	<ul style="list-style-type: none"> • Gather information about the effectiveness of the recruitment process. • Identify possible areas for improvement in organisational processes, management, job design, remuneration or career planning and development. • Receive positive feedback on what is working well in the service.
Applicants will be provided the following documents	<ul style="list-style-type: none"> • The Employee Handbook (DOC-003). • Their Job Description. • Service Philosophy. • ECA Code of Ethics. • Professional standards that apply to educators.



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2.2 Students and Volunteers

The Service from time to time welcomes Students and Volunteers to participate in the care and education program. This may be as part of practicum placements or as part of the Services curriculum.

- The Service will ensure all students and volunteers to the Service sign in and out via the Students and Volunteer's Register (DOCU-012).
- All regular visitors/students/volunteers over the age of 16 will hold an Ochre Card and be supervised by an employee of the Service at all times.
- The Nominated Supervisor will ensure all students and volunteers are appropriately orientated using the Student Orientation Checklist (FORM-011).
- Students and Volunteers will be provided with the Student Handbook (DOCU-011).
- Upon completion of the Students time with the Service, they will complete a Student Questionnaire (FORM-012) to provide feedback for future improvements.



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3 References

Education and Care Services National Regulations

National Quality Standards (NQS)

Care and Protection of Children's (NT) Act (2007)

Stuart Park Child Care Centre Constitution 2011

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