



# Mad Sports

Before & After School Care  
Vacation Care

## Mad Sports

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© Mad Sports Pty Ltd

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## Introduction to Mad Sports

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Mad Sports is a unique customer orientated operation specialising in fun, interactive sporting programs for children from the age of 4.

Mad Sports is owned and operated by Leanne and Geoff Grey and has been operating since October 2006. Mad Sports has grown from an organisation providing birthday party entertainment, school and after school programs, to the provision of Outside School Hours Care, based at St Anthony's Primary School, Kingscliff NSW.

Leanne Grey is an experienced sports management professional. She holds a Bachelor of Arts in Sports Studies and has over 20 years experience in the administration, development and operation of sport at a national and international level. Her most notable roles include: General Manager of the inaugural National Netball League, National Development Manager for Netball Australia and Venue Operations Manager for the Sydney 2000 Olympic Games. Leanne holds the 2000 Australian Sports Medal and is a former elite netball and softball player.

Geoff Grey is a qualified trainer and coach. He has over 20 years experience in Customer Service, Operations and Training with 20 years coaching community club sports. His notable positions include: Duty Airport Manager, Qantas Link Sydney Domestic Airport, Training Manager, Oceania Aviation, Coolangatta Airport.

His professional life has centred around the delivery of high levels of Customer Service. He brings this experience with him to Mad Sports, together with his skill of guiding and motivating people.

Mad Sports is built on the following principles:

- Customer Service "Beyond Expectations"
- Creative programs tailored to suit each customer
- Consistent, reliable and timely administrative procedures
- Excellent staff selection and training
- Enthusiastic and professional staff
- Reliability and professionalism in all customer interactions
- Well maintained and up to date equipment

### **The Vision of Mad Sports**

To be recognised as the local market leader in the delivery of creative, quality sports programs and Outside School Hours Care.

### **Mission Statement – Our Game Plan!**

The mission of Mad Sports is to deliver creative programs to children, providing fun and exciting opportunities for them to be active, interact and cooperate with others. Participation is aimed at developing motor skills, enhancing their health and improving self esteem and social skills.

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The Mad Sports program and its delivery, is centred on our "Play for Life" philosophy.

- **Providing:**

Physical activity opportunities in a non threatening and interactive environment.

Fairness and safety.

Qualified and trained staff.

- **Developing:**

A range of mobility and motor skills while having too much fun to notice.

Cooperation and team work concepts.

Confidence and self esteem amongst peers.

- **Maximising:**

Participation and involvement for ALL participants.

- **Utilising:**

Creative and unique equipment for games based activities that cater for all skill levels and abilities.

- **Celebrating:**

BEING ACTIVE AND HEALTHY

## Having FUN is productive

Children learn at an incredible rate compared to adults. The speed and flexibility of their thinking cannot be attributed entirely to the age of the brain or the developmental stages of the child. It is also because children PLAY.

- When children are playing they are exploring and learning and have no real concern for outcomes
- Playing is a unique mental "gear" that increases lateral thinking, creativity and increased problem solving capacity in all areas of life
- Playing is a break from our very practised "Associative" thinking style (automated thinking) and forces our brain into "Conscious" and "Sensitive" thinking styles which allow for new, clear and powerful ideas; creativity; and the acute ability to deeply critique our actions and thoughts
- Adults who PLAY regularly (minimum 1 hour per week) report reduced stress levels; increased problem solving abilities and an increase in creative ideas that enhance business structures, procedures and systems, including people systems.
- If you want to be able to learn new things with velocity and staying power; if you want to have greater behavioural flexibility, productivity and capacity to expand yourself – then you REALLY want to be playing regularly....like you did when you were 6 years old!\*

*Research and data from Emily Diamond, Executive Coach. Specialist in Performance and Productivity*



### 3. The Service Operations

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#### Services offered

Before School Care, After School Care and Vacation Care. Each service is available to all children enrolled in school.

Before School Care and After School Care is available every school day.

Vacation Care is available during NSW School Holidays and pupil free days.

#### **Periods of closure:**

All NSW Public Holidays

One week during the Christmas and New Year school holiday period.

#### Location

The service is based at St Anthony's Primary School Hall, Pearl Street, Kingscliff.

#### Hours of Operation

<b>Before School Care</b>	<b>Open:</b> 7am	<b>Close:</b> 9am
<b>After School Care</b>	<b>Open:</b> 3pm	<b>Close:</b> 6pm
<b>Vacation Care</b>	<b>Open:</b> 7am	<b>Close:</b> 6pm

#### Enrolment Process

Mad Sports requires a completed enrolment form before any child is able to commence at Mad Sports.

Enrolment can be done online using My Family Lounge. Go to [www.madsports.com.au](http://www.madsports.com.au) and register as a new Family.

Queries can be made to [info@madsports.com.au](mailto:info@madsports.com.au) or 0401 018 767.

#### Booking Process

Mad Sports has 2 types of bookings.

**Regular Booking for BSC and ASC:** Attending the same days each week. A regular booking secures a placement at Mad Sports.

A regular booking for BSC or ASC remains in place. That is, you do not need to notify the Manager each new term, unless you are requesting a change or cancellation.

**Casual Booking for BSC and ASC:** Infrequent, occasional attendance which is subject to vacancies at the service.

For casual bookings, Mad Sports has a mobile phone booking **App**, called **My Family Lounge**. It can be downloaded for free from The App Store or Google Play. Sign in using the email linked to your Mad Sports enrolment, plus the password you create with your enrolment. If you have forgotten your password, go to [www.madsports.com.au](http://www.madsports.com.au), sign in My Family Lounge, using your email and hit "forgotten email". Then follow the steps.

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**Casual Booking for VAC:** Casual bookings for VAC can take place at any time. A School Holiday Program is distributed no later than 4 weeks before the end of school term.

For casual bookings, Mad Sports has a mobile phone booking **App**, called **My Family Lounge**. It can be downloaded for free from The App Store or Google Play. Sign in using the email linked to your Mad Sports enrolment, plus the password you create with your enrolment. If you have forgotten your password, go to [www.madsports.com.au](http://www.madsports.com.au), sign in My Family Lounge, using your email and hit “forgotten email”. Then follow the steps.

## **Cancellation Policy**

Once a booking is confirmed at the service (regular or casual), fees apply unless one weeks notice is provided.

If one weeks notice is provided, no fees apply.

If less than one weeks notice is provided, your child is marked as absent. Fees, less childcare benefits apply. To be eligible to receive childcare benefits for an absentee, the attendance sheet

## **Signing in and out**

Signing in and out is a legal requirement of the Family Assistance Office (Centrelink) to be eligible to claim any child care support payments. Mad Sports uses **QK Kiosk**, an electronic sign in program. Parents are to use the provided contact phone number and an individual pin in order to sign a child in/out.

- *Before School Care:* The parent is required to sign the child/children into the service. The Mad Sports staff member will sign each child out using **Kiosk**.
- *After School Care:* A Mad Sports staff member will sign each child into the service at 3:00pm. The parent/guardian is required to sign their child out upon leaving.
- *Vacation Care:* The parent is required to sign their child/children in when arriving at the service. When collecting their child/children, the parent/guardian is required to sign them out upon leaving.

If a child is absent, the parent still needs to acknowledge the absentee to be eligible for their allowable absences through Family Assistance, this will come up as an option on return to the service.

Accurate attendance records need to be kept and checked each day. Only a parent or authorised person nominated by the parent on the enrolment form or in writing is able to sign a child out, using provided contact number and pin.

If a different person (not nominated on the enrolment), is going to be picking the child/children up from the service, they must text, call or email the Manager.

## **Non – booked children**

If a child who does not appear on **Kiosk**, for whatever reason, comes to the service with the intention on attending or in question of their attendance, the following will occur:

- The staff will re assure the child that they are welcome to come to Mad Sports where they will be safe
- The Manager or Supervisor will make contact with the parents to check if it was their intention that their child attended that day



- If it was the parent's intention for that child to attend that day, the child are able to stay for the duration of the program as long as the child: staff ratio is still met. If this ratio is broken with the additional child attending, the parent will be asked to come and collect the child immediately
- If the child's parents cannot be contacted, the emergency contact persons will be contacted and notified that the child is at the service.

## Collection of children

A child may only leave the service under any of the following circumstances:

- A parent or authorised nominee collects the child.
- A parent or authorised nominee provides written authorisation for the child to leave the premises.
- A parent or authorised nominee provides written authorisation for the child to attend an excursion.
- The child requires medical, hospital or ambulance treatment, or there is an emergency.

Written authority can be a text or email to the Supervisor of the service.

Where no written authority has been received, the parent may give permission by telephone for an alternative person to collect the child or for the child to leave unaccompanied. The parent must provide the name and description of any such person concerned and proof of their identity may be required on arrival.

Staff where possible, without unreasonably endangering any person, will not allow children to leave unaccompanied, or to be released to a person other than the parent of the child or an authorised person. If in doubt, the Manager or Supervisor will contact a parent immediately to discuss.

## Children leaving without permission

If a child leaves for any reason without permission, the staff will assess the situation immediately and call the police and parent as quickly as reasonably possible.

Staff will not leave the service to pursue a child if:

- it will or may leave the other children of the service with insufficient supervision; or
- it will or may expose that staff member to an unacceptable risk of personal harm.

## Fees

<b>Before School Care</b>	\$20	Less any Child Care Benefit (CCB) and 50% Child Care Rebate (CCR)
<b>After School Care</b>	\$28	Less any CCB and CCR
<b>Vacation Care</b>	\$70	Less any CCB and CCR

Fees are reviewed on an annual basis.

*Late Collection Fee:* Closing time is 6:00pm. Parents collecting children after this time will incur a late fee of **\$10 per 15 minutes** or part thereof. This will be added to their next invoice.

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## Payment of fees

Invoices for attendance will be distributed by email each Tuesday, a week in arrears.

### 1. Preferred payment option: Ezidebit

*Provide authority to debit savings account or credit card account for the balance owing.*

Mad Sports absorbs the bank fees for direct debits made from a savings account. Other fees that apply are as follows:

*The following fees apply for credit card and dishonour fees.*

*Direct Debit from a credit card Visa/Mastercard: \$0.75%+gst + 0.9%*

*Direct Debit from AMEX: \$1.00+gst + 3.50%*

*Dishonour fee: \$3.00+gst.*

### 2. Alternate payment option: EFT (Electronic Funds Transfer) into the Mad Sports account.

Full payment is required by COB on the Friday, immediately following the Tuesday in which the invoices were distributed.

Late payments may incur a 10% late fee added to the account. The 10% will be calculated on the value of the balance owing and will be applied for each week, in which the payment was not received.

Continual late payments will unfortunately result in refusal to attend Mad Sports.

The best solution to avoid late fees or exclusion from the service is to sign up for HubDebit.

If unable to meet financial commitments, please contact the Manager to establish a payment plan.

## Child Care Benefit

Families may be eligible for Child Care Benefit (CCB). This payment will reduce child care fees. The amount they receive is income tested. For more information please contact Centrelink.

## Child Care Rebate

Once registered with Family Assistance for CCB, families are eligible to receive a 50% rebate of their "Out of pocket" expenses. It is not income tested. For more information please contact Centrelink.

## Allowable Absences

Each family is entitled to 42 days of absence per year while claiming Child Care Benefit. An absence may be defined as; a sick day, holiday or occasional absence. Once the 42 day allowable absences have been used, full fees will apply for subsequent absences.

Parents need to ensure that absences are signed on the attendance record next time they visit the service to remain eligible for CCB.

## Activity Program

The activities that happen at the service are built around the daily routines i.e. arrival, marking attendances, hand washing, meal times etc.





Routines are also flexible and can be spontaneously altered due to, but not limited to the physical environment, climate, the number and ages of children, new children starting at the service, different developmental needs of the children.

The basic routine is:

*Before School Care*

7 am – 9am	Games, craft and supervised free play inside and outside.
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*After School Care*

3:00pm	Attendance
3:00pm – 3.30pm	Free play, craft and homework in hall.
3:30pm – 4:00pm	Afternoon tea provided by service.
4:00pm – 5:00pm	45 – 60 minute physical activity program.
5:00pm – 6pm	Supervised free play, inside and outside, craft, games and homework.

*Vacation Care and Pupil Free days*

7am – 10am	Venue open. Games, craft and supervised free play inside.
10am – 10.30am	Morning tea
10.30am -1pm	Scheduled morning activity, free and or group play outside
1pm to 1.30pm	Lunch
1.30pm to 3.30pm	Scheduled afternoon activity, free and or group play outside
3.30pm – 4pm	Afternoon tea provided by service.
4pm – 6pm	Structured physical activities and/or free play inside and outside.

Children who attend may participate in a range of activities that have been planned to reflect the children's interests and meet their developmental needs.

Staff create an atmosphere and environment which is responsive to the needs of each individual child and to the group as a whole and reflects the philosophy and goals of Mad Sports. The program will be balanced and include indoor and outdoor learning experiences, quiet and active times, individual and large group experiences, time for individual staff: child interaction, individual and group interests, children's special interests and be flexible enough to allow for spontaneity and the unexpected.

Children will be encouraged to have input into the program. The program will be child centred and will allow children to experience a variety of materials and pursue own interests. There will always be alternative choices when a child does not want to participate in a particular activity.

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## **Children with special needs**

The service recognises that additional support may be required when including children with special needs into the program. These procedures will support the successful inclusion of children with special/additional needs through implementing practices which are conducive to a supportive environment for children, families and staff.

## **Excursions**

Mad Sports will include excursions as a valuable part of its overall program. Excursions will provide enjoyment, stimulation, challenge, new experiences and a link to the wider community. Maximum safety precautions will be maintained and parent permission will be obtained before a child is taken on an excursion.

### *Prior to the excursion*

A risk assessment will be carried out.

Parent/carer permission forms detailing dates, destination, method of transportation, departure and return times and activities undertaken will be required to be signed by a parent/carer prior to every excursion.

### *During the excursion*

The following items will be brought on all excursions and be readily accessible to the staff at all times:

- first aid kit
- attendance sheets
- emergency contact numbers
- mobile telephone

Head counts will be made at regular intervals and when moving from one area to another

Staff will supervise children at all times. This includes in toilets. Staff are to check toilets before allowing children to enter, plus maintain supervision at all times.

Staff will satisfy themselves that the environment is safe for use before allowing the children access to it.

## **Meals provided**

For After School Care we provide a balanced and healthy afternoon tea snack. We also provide the same type of afternoon tea during Vacation Care and during Pupil Free days

Our afternoon tea is varied and always consists of fresh seasonal fruit. We also include crackers and nutritious rice biscuits.

Meal times are treated as social occasions. The staff will sit with the children during meal times to interact with them, provide help where needed and to be a good role model for the children.

## **Lost property**

Property left behind are placed in the lost property box. At the end of each term the lost property box is emptied and any unclaimed items will be donated to charity.



## Communication with Parents

Partnerships with families contribute to building a strong and inclusive community within the service. Shared decision making with families demonstrates respect for the role of the parent and supports consistency between children's experiences at home and at the service.

It is critical that all parents feel able to:

- make suggestions and or provide feedback
- make recommendations regarding the service
- receive verbal, written or visual information regarding their child's participation in the service
- feel they belong and are welcome at the service

Strategies implemented to achieve this goal are:

- staff encourage two way conversations with parents, information providing and information receiving
- ensuring that there is sufficient staff available to talk with parents at drop off and pick up time, whilst maintaining adequate supervision. It is acknowledged that the most effective way to obtain feedback from busy working parents is during these times
- a whiteboard message board is provided at the service
- Kiosk messages may prompt further communication on collection of child/children
- craft activities are encouraged to be taken home or displayed at Mad Sports
- photos of children participating in activities are displayed at the entry to the service
- displaying service operation and activity program information
- Leanne makes herself available and welcomes communication with families. If not onsite, Leanne is available by mobile phone or email or to meet in person with families.

## Dealing with complaints

The service invites comments and complaints from children, parents, staff and the community, to ensure that it is providing its service in keeping with these policies and procedures and other applicable requirements. Mad Sports respects and considers all complaints which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

*Procedure:*

For an immediate response/action onsite, the Supervisor shall be the first contact for all complaints.

However, the complainant will have direct access to the Manager, and the Supervisor will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Supervisor
- the complainant is not comfortable to take the complaint to the Supervisor
- the complainant is not satisfied with the Supervisors handling of the complaint
- the complaint is about a matter of Management of the service
- the complaint is a matter that the Supervisor deems is required to be dealt with by the Manager.

The Manager and or Supervisor will keep a written record of the discussion at the time, or immediately afterwards. If possible, the complainant, should sign this record. A copy should be provided to the complainant.

- The Supervisor and or Manager will seek to resolve all genuine and reasonable complaints

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in the most appropriate way possible in consultation with the complainant.

- Discussions with the complainant are not to be conducted in presence of the children, other staff or parents, and heated discussions are to be avoided as far as possible.
- The complaint and how it was handled will be recorded.
- To protect the privacy of all individuals, confidentiality will be maintained. Documents and discussions will only be available to those involved and or associated to the situation.

### **Sensitive and confidential information**

Any sensitive or confidential information learnt whilst working with students and families, will remain confidential.

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## 4. Health & Safety

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### **Responsible person**

A responsible person must be physically present at the service at all times.

A “responsible person” can be:

- The Approved Provider (or person in management control), or
- The Nominated Supervisor, or
- A certified Supervisor who has consented to be placed in day-to-day charge.

The name and position of the responsible person in charge of the service at any given time must be displayed so that it is easily visible from the main entrance.

Given that the responsible person in charge may change throughout the day, a whiteboard plate has been set up at the “sign in and out” table, allowing changes to be written up with ease throughout the day.

### **Adequate supervision**

All children must be adequately supervised at all times that the child is being educated or cared for in the service.

Educator to child ratios alone do not determine what is considered adequate supervision.

At its most basic level, supervision helps to protect children from hazards or harm that may arise in their play and daily routines. Adequate supervision means that a staff member can respond immediately, including when a child is distressed or in a hazardous situation.

Effective supervision also requires staff to be actively involved with children. It is not the intention of this requirement that staff merely “stand back and watch”.

For school aged children, staff should know where each child is and be in a position to respond if necessary.

The adequacy of supervision should be determined by a range of factors, including:

- Number, ages and abilities of children
- Number and positioning of staff
- Each child’s current activity
- Areas where children are playing, in particular the visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- The staffs knowledge of each child and each group of children
- The experience, knowledge and skill of each staff

At times, additional staff may be required. For example at the beginning of the year when a number of kindergarten and year 1 students are only commencing to use the service and are unfamiliar with the routine, during the collection of students from offsite.

Adequate supervision requires teamwork and good communication among staff.

Staff must ensure that that end of day duties, such as cleaning and securing premises, do not compromise adequate supervision of children.

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The service will maintain high levels of supervision of children at all times.

Our *minimum ratios* are:

- 1 staff member : 15 children
- 1 staff member : 8 children on excursions

Staff will always position themselves where they can see the children under their supervision. They will listen carefully to what is happening around the centre and get to know each child individually so they can anticipate their needs. Staff will join in the children's play and encourage them to try new experiences.

When outdoors, children will be appropriately supervised and will be given opportunities for self discovery and freedom of choice. They will be regularly reminded of safety procedures during activities and games and on the fixed equipment.

### **Age and supervision requirements**

A staff member under the age of 18 years may work at the service, provided that they do not work alone and is adequately supervised at all times by a staff member over the age of 18.

## **Child Protection**

Mad Sports regards as of utmost importance its role in the protection of children in its care.

Mad Sports acts in accordance with The Children and Young Persons (Care and Protection) Act 1998, which establishes the legislative framework governing child wellbeing.

### **Mad Sports staff have a mandatory reporting obligation.**

- In managing the suspected allegation/suspicion, respect must be shown for the reputation of all involved.
- Staff shall report all reasonably suspicious circumstances or allegations to the Supervisor/Manager. The Manager, who before taking any action must satisfy themselves that there are reasonable grounds for the suspicion/allegation and the motives of those concerned are genuine.
- Relevant staff members will record all details and objective observations immediately. This record is to be kept separate from any incident folder and is to remain confidential.
- All persons involved in a case will be treated with sensitivity and respect. All information to the case will remain confidential.

## **First Aid Qualifications**

At least one staff member with a current first and CPR qualifications will be on duty at all times while the children are in attendance at the service

First Aid will only be administered by a staff member with current First Aid qualifications.

A fully equipped First Aid kit is maintained at the service. The main kit is in the School Hall. An outdoor kit is kept in a pouch bag. This is to be carried by the Supervisor or nominated first aid officer at all times when away from the hall.

## **Administration of medication**

The giving of medication to children will be strictly monitored to ensure the child's safety and welfare.

Medication will only be administered by the staff if:

- The parent/guardian has completed and signed the service medication consent form



- It is prescribed by a doctor and has the original label detailing the child's name and required dosage.
- Self administration by a child is not allowable without direct supervision from a staff member
- Medication should never be left inside the child's bag. All medication needs to be given to the Manager or nominated staff member and will be stored in a lockable storage unit away from all children's access.
- Medication (including prescription, over the counter and homeopathic medications) must not be administered to a child without authorisation by a parent or person with the authority to consent to administration of medical attention to the child.

In the case of an emergency, it is acceptable to obtain verbal consent from a parent, or a registered medical practitioner or medical emergency services if the child's parents cannot be contacted. In the case of an anaphylaxis or asthma emergency, medication may be administered to child without authorisation. In this circumstance, the child's parent and emergency services must be contacted as soon as possible.

The medication must be administered:

- from it's original container before the expiry or use by date.
- in accordance with any instructions attached to the medication or provided by a registered medical practitioner.
- for prescribed medications, from a container that bears the original label with the name of the child to whom it is prescribed.
- with a second person checking the dosage of the medication and witnessing its administration.
- details of the administration must be recorded on an Administration of Medication Form..

A child may self administer medication under the following circumstances:

- Written authorisation is provided by a person with the authority to consent to the administration of the medication.

All medication will be stored in a locked container. Storage should prevent unsupervised access and damage to medicines, as some may require refrigeration.

All unused medication will be returned to the parent on collection of the child.

## **Incidents, injury, trauma and illness**

If a child becomes ill or injured while attending the service:

- staff will comfort and calm the child.
- all head injuries will be reported to the parent via phone, notifying of the circumstances including; the treatment administered and whether the child returned to normal activities as deemed appropriate by the Supervisor or qualified staff member.
- a staff member qualified in first aid will administer appropriate first aid and assess the child's condition.
- no staff member will administer non – prescribed oral medications to any child.
- if necessary, the Supervisor, or qualified staff member, will ensure that the child is separated from the other children and made as comfortable as possible in quiet, well ventilated area.
- if necessary, the Supervisor or qualified staff member, will contact the parents to collect their child as soon as possible.
- if the parent cannot collect their child in a reasonable amount of time and the child is displaying a high temperature (higher than 37degrees), the staff will ask the parent/guardian

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if they give permission for a qualified staff member to administer Panadol and agree on a dosage to be given which will be in accordance with the packaging.

- the child will be kept under staff supervision and their condition monitored until the parents arrival.
- parents must be notified of any incidents as soon as necessary.

The staff member who administered care of first aid will complete an injury or illness form.

The Supervisor will ensure that the parent is informed of the situation, and the treatment given, on collection of the child. On request, they will receive a copy of the incident report.

## **Serious incidents**

If the child's condition is assessed as serious or deteriorates and emergency medical attention is necessary:

- the Supervisor, or qualified staff member, will direct a staff member to call an ambulance.
- all attempts will be made to notify the parents and
- if parents are unable to accompany the child to the hospital, the Supervisor, or qualified staff member who administered the first aid, will accompany the child provided that they leave at least one staff member who is qualified in first aid at the service and the service staff ratios are still met.

The staff member who administered care of first aid will complete an incident report.

The Supervisor or Manager will ensure that the parent is informed of the situation, and the treatment given. They will receive a copy of the incident report.

### *Reporting to the Regulatory Authority*

The National Law requires the Manager to notify the Regulatory Authority of any serious incidents. A serious incident includes:

1. The death of a child while attending the service, or following an incident while attending the service.
2. Any incident involving injury, trauma or illness of a child where medical attention was sought, or should have been sought.
3. Any incident at the services where the attendance of emergency services was sought, or should have been sought.
4. If a child appears to be missing or cannot be accounted for.
5. If a child appears to have been taken or removed from the service in a way that breaches the National Regulations.
6. If a child is mistakenly locked in or locked out of any part of the service.

## **Infectious diseases**

Mad Sports strives to remove immediate and/or serious risks to the health of the children, from possible cross infections, by adopting appropriate procedures for dealing with infectious diseases, while respecting the rights of individual privacy. Accordingly, all people, including children, staff and parents, with infectious diseases will be excluded from attending the service, to prevent the disease spreading to others.

When infectious disease is referred to in these policies and procedures, it means communicable diseases and notifiable diseases (see commonwealth Department of Health at [www.health.gov.au](http://www.health.gov.au) and Communicable Diseases Network Australia at [www.cda.gov.au](http://www.cda.gov.au))

### *Main ways to prevent infection*





The most important ways to break the chain of infection and stop the spread of diseases are:

- effective hand hygiene
- exclusion of ill children, educators and other staff
- immunization
- cough and sneeze etiquette
- effective environmental cleaning

A notice will be posted via email and the noticeboard when there has been a report of an infectious disease at the service. The rights of individual privacy will be respected at all times, and will be observed by all staff implementing these procedures relating to infectious diseases.

### ***Exclusion of children, educators and other staff***

All people who are suffering from an infectious disease are to be excluded from the service immediately.

To determine when a person should be excluded, identify whether the symptoms or a diagnosed illness have an exclusion period. Refer to Table 1.1 for the recommended minimum periods of exclusion

If the child has not been medically vaccinated ('not medically vaccinated' includes children who may have been naturopathically or homeopathically vaccinated), will be excluded from the service during outbreaks of some infectious diseases

Staff will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised.

### **Evacuations and lockdowns**

Staff to ensure that exits are kept clear and unlocked to enable a quick departure.

Emergency evacuation procedures will be carried out at least every three months. This drill will occur on different days of the week so that all staff and children are familiar with the procedures. Rehearsals are to be documented in the staff communication folder.

### **Tobacco, drug and alcohol free environment**

Mad Sports is a tobacco, drug and alcohol free environment for children, families, staff and community members

### **Sun protection**

Mad Sports encourages and promotes the need to protect children's skin and educate them about sun smart behaviour, thus reducing skin damage from exposure to the sun.

Staff will

- encourage all children wear hats that protect the face, neck and ears.
- ensure children apply SPF 30+ broad spectrum, water resistant sunscreen when involved in outdoor activities. The exception is during the cooler months of the year or if parents request not to have sunscreen applied.
- act as positive role models for children in all aspects of Sun Safety behaviour.
- Direct children without adequate sun protection to use shaded or covered areas during outside play times.

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## 5. Relationships with Children

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### **Interaction with children**

The children, their wellbeing and their health and safety are the main focus of the service. Children are to be treated by staff as unique individuals and with respect and dignity.

The children are to be considered, and as far as reasonably possible, actively involved in the ongoing development of:

- the program
- the rules of behaviour
- the physical aesthetic environment of the service

The staff will:

- foster all children's self esteem and confidence
- allow children to undertake experiences that develop self reliance and self esteem
- encourage children to express themselves and their opinions
- maintain the dignity and rights of each child
- give positive guidance and encourage to each child
- value children's individual capabilities
- have realistic expectations for each child taking into account his/her abilities and interests
- respect the diversity of all children's backgrounds and abilities and accommodate the individual needs of each child
- treat all children equitably
- communicate with children respectfully
- take the time to listen to children and value what they say
- attend to children as a priority

### **Relationships in groups**

The service aims to provide children with the opportunity to interact and develop respectful and positive relationships with each other and with staff. The service will consider how the grouping of children enables or restricts children's sense of agency and identity.

The Supervisor and staff are to consider the following when grouping children:

- The size of the group
- The age of the children
- The abilities of the children
- Friendships and relationships between children

### **Guiding childrens behaviour**

Learning appropriate behaviour is part of each child's social development. We will aim to help children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations.

Parents are encouraged to discuss their child's behaviour with the staff to ensure consistent behaviour expectations between home and the service are met. Limits to children's behaviour will always be clearly expressed in positive terms and reinforced consistently in a developmentally



appropriate way. Children will be encouraged to settle their differences in a peaceful manner. We will focus on positive behaviour, providing praise and encouragement where appropriate.

Inappropriate behaviour may include but is not limited to – teasing, name calling, bullying, bad language, pinching, biting, punching, hair pulling, failing to comply with instructions of the Manager or any other staff member, disrespectful behaviour / language towards staff and anything that compromises the health, safety and well being of the other children at the service.

Staff will discuss the issue of bullying with the children and make it clear that this kind of behaviour is not acceptable. Children will be encouraged to speak to staff if they see or are subject to bullying behaviour and to refuse to be in any bullying situation.

## **Behaviour limits**

We find the following limits / rules necessary to protect the safety and well being of every child and ask parents to reinforce these with their child:

- Respect other people and their property
- Noisy play is for outside play
- Please stay within the boundaries described by the staff
- Take care of the equipment

Developing a supportive relationship with the children encourages them to learn skills in self discipline. If 'thinking time' is needed to be used as a consequence of negative behaviour the reasons will be discussed with the child and ' thinking time' will be no longer than 5 minutes. A cooling off period may be needed so the child can calm down before discussing what happened and sharing their feelings with a staff member who will in turn talk about their own feelings and responsibilities with the child. Staff will always talk to the child quietly and as an equal. No further punishment will be given and the child will be reminded in positive terms of the expected behaviour.

At no time will a child receive any form of corporal punishment e.g. smacked or placed in room alone, frightened or humiliated in any way, verbally or emotionally punished nor will food or drink be withheld as a form of punishment.

The Supervisor will keep parents informed of any difficulty in managing a child's behaviour which results in disrupting the program or putting other children at risk. If a child misbehaves the following system will be used:

- First warning – verbal reminder about behaviour
- Second warning – verbal reminder about behaviour
- Third warning – 3 to 5 minutes in ' thinking time' away from the others to allow the child to think about what they have done
- Fourth warning – Supervisor or Manager will notify the parents.

Please note that for any matters of physical or mental abuse, or inappropriate behaviour deemed serious, the concerns will be communicated to the parent/carer by the Supervisor/Manager immediately. The Supervisor/Manager may ask the parent/guardian to pick up their child immediately.

The Manager is always available to discuss and assist with any concern a parent/guardian may have in respect to a child's behaviour or participation in the program and will work with parents to address any persistent behavioural problems.

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## **Exclusion for behavioural reasons**

The service has a Duty of Care to all children who attend, and staff who work for the service.

A child whose behaviour is inappropriate or has caused a threat to safety or wellbeing may be excluded from the service temporarily or, in some cases permanently.

This policy will be applied in the following circumstances:

- a child exhibits inappropriate behaviour, or behaviour which threatens the safety or well being of any child or other person
- in the Manager's reasonable opinion the behaviour amounts, or may amount to a threat to the safety or wellbeing of any child or person at the service;
- the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents such a immediate potential threat that it is not reasonably possible to apply those procedures;

An incident report form must be completed when deemed by the Supervisor as required. Refer to the procedures of incident reporting.

The Manager, in consultation with the Supervisor and parents will implement a behaviour support plan and agree to the consequences of subsequent misbehaviour and ultimately exclusion from the service.

If a child's behaviour causes or may reasonably cause physical danger to other children, staff or the child themselves, the parent of that child will be contacted immediately and asked to collect the child. The child will be excluded from the program effective immediately and the lifting of the exclusion will be at the discretion of the Manager.

## **Inclusion and anti bias**

The service supports the principles of equity through implementing inclusive and anti – bias practices. The common aim in equal opportunities is to:

- Achieve equal relations between nationalities, races, religions, genders and special needs
- To cultivate each child's ability to stand up for themselves and for others and act to promote equity and justice
- To develop programs which support the goals of an anti-bias
- For each child to be able to recognise and challenge bias
- To regularly assess the physical environment for inclusiveness and undertake to plan changes in the environment where appropriate

Ensure that your interactions with children:

- Promote gender equity
- Promote equality regardless of race, culture or differences
- Encourage children to develop to their full potential regardless of different abilities or needs
- Ensure that their language and daily practices are inclusive and non – discriminatory
- Have the opportunity to develop their understanding of inclusion principles and anti – bias through professional development
- Self evaluate and monitor their biases concerning gender, stereotypes or other differences between children
- Ensure their behaviours comply with the service policies
- Utilise the parent's expertise in relation to their child's needs and communicate effectively with parents

- Provide inclusive models when discussing family structures with all children
- Provide inclusive resources, experiences and materials
- Ensure the physical environment reflects an inclusive and anti – bias approach
- Observe the local community of the service
- Show respect for the various ways that families care for their children and be aware of different child rearing practices and beliefs
- Incorporate into the program advice identified through consultation with other professionals, the child's family and those with particular expertise in the relevant area.
- Implement a range of practices to actively counteract bias or prejudice
- Provide children with a variety of experiences from a range of social, cultural, linguistic and ability backgrounds
- Use anti bias language when communicating with children and families
- Talk to children about differences in positive ways
- Acknowledge and value children's unique and individual differences
- Celebrate occasions that are relevant to a variety of cultures
- Share information with children about different culture and ability backgrounds
- Provide information for children and families in other languages when appropriate

## **Anti bullying**

The service is committed to providing a safe and caring environment, which fosters respect for others. This service will not tolerate bullying. We are committed to providing a supportive program for all stakeholders including targets, bullies and witnesses.

### *Staff will:*

- Model caring and tolerant behaviour towards children, parents and other staff members.
- Manage all observed or reported incidences of bullying.
- Carefully monitor children's behaviour while participating in programs or activities.
- Encourage children to report any incidents of bullying that they are either involved in or witness.
- Protect the target from further harm.
- Assist the bully to change her/his behavior.
- Keep a record of bullying behavior.

### *Children will:*

- Report any incidents of bullying that they are either involved in or witness.
- Help someone who is being bullied.
- Do everything they can to keep the play safe and happy.
- Use the strategies that they have been encouraged to use to deal with a bullying incident.

### *Parents will:*

- Encourage their child to report if they are bullied.
- Watch for signs of bullying.
- Speak to staff if their child is being bullied or they suspect bullying.
- Work with the staff in seeking a permanent solution.
- Model caring and tolerant behaviour when interacting with children, staff and other parents.
- Promote strategies that enable their child to feel empowered and confident if they have to deal with a bullying incident.