

D-12

BEHAVIOUR MANAGEMENT

POLICY STATEMENT

We aim to provide a safe and caring environment which encourages cooperation and positive interactions between children, staff, parents and management. Rules will be clearly established based on safety, respect for others, respect for property, cleanliness and honesty.

Our centre aims to lead and encourage children to be responsible for their own behaviour. To facilitate this, positive behaviour will be encouraged and self discipline will be developed through positive role modeling and redirection. We will aim to work closely with Thornleigh West Public school, and ensure rules and consequences are consistent with that of the school's Child Welfare Policy.

CONSIDERATIONS

- National Quality Standard 2012
- Thornleigh West School Student Welfare and Discipline Policy 2016
- United Nations convention on the rights of the child
- My Time, Our Place Framework for School age care in Australia 2011
- Education and Care Services National Law Act 2010
- TWOOSH Policies B-4 Electronic Media

PROCEDURE

RIGHTS AND RESPONSIBILITIES

Children, staff and parents all have rights and responsibilities to ensure the success of this policy, these are outlined below. Parents, staff and the school have a partnership based on shared responsibility and respect which together creates an environment where the children can play safely and happily. It is desired that staff develop a partnership with parents and children to consistently and positively achieve acceptable behaviour. Staff, parents and children will raise concerns as they arise and discuss ways of working together to assist children to make changes. Behaviour reports may be written to document specific incidents. OOSH management can exercise discretion based on individual circumstances in regard to this policy

RIGHTS OF PARENTS

Parents have a right to be;

- Treated and spoken to courteously by others
- Attended to professionally and ethically
- Be advised of any issues, incidents or concerns regarding their children

RESPONSIBILITIES OF PARENTS

Parents have a responsibility to;

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- Be responsible for shaping their child's understanding and attitudes about acceptable behavior
- Encourage acceptable social behaviour
- Be aware of and encourage children to observe centre expectations and rules
- Notify service of any issues, medical conditions, trauma, diagnosed behavioural conditions, social or emotional conditions, or any other circumstances which may have an effect on the child while in our care, or have an impact on their behaviour. For any diagnosed conditions, OOSH will require appropriate documentation and strategies to be provided
- Assist and encourage children to maintain personal hygiene and cleanliness
- Assist their children to develop a positive self-image, tolerance and understanding of others
- Discuss any concerns or any information that may aid in the daily care of their child with the daily supervisor
- Allow only reasonable items to be brought to school. TWOOSH is not the place for personal items, especially if they are valuable or highly desirable. We strongly discourage parents from allowing their children to bring such items to the centre. Time will not be spent looking for personal items if they go missing during OOSH
- Ensure no devices with internet access are brought into OOSH
- Accept responsibility for any wilful damage to centre property by their children
- Work in partnership with the centre in implementing plans to improve their child's behaviour

RIGHTS OF STAFF

Staff have a right to be;

- Spoken to courteously by children, parents, and other staff members
- Treated with respect by children, parents and other staff members
- Able to perform their duties without harmful, stressful, intimidating or disruptive influences
- Supported by management so that they can undertake their responsibilities

RESPONSIBILITIES OF STAFF

Staff have a responsibility to;

- Be responsible for the care of children at the centre and for developing appropriate programs that meet the needs of the children who attend
- Provide an environment where the children can develop social, recreational and life skills in a supportive atmosphere
- Encourage children to be productive and self determining in choosing and developing activities which interest them.
- Maintain an environment where all children have the opportunity to play happily without interference from others
- Discuss and consistently reinforce centre rules and expectations
- Encourage positive and constructive use of playtime in a way which develops social, recreational and life skills
- Encourage, role model, redirect, and reinforce acceptable behavior

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- Give praise and positive feedback to the children as often as possible
- Be fair and consistent when dealing with children
- Accept and value each child as an individual with dignity
- Ensure that when they are communicating with children they are understood and communicating at the child's level in a friendly and courteous manner
- Ensure children have the opportunity to be heard
- Provide opportunities for all children to experience personal success and to develop their potential
- Develop a positive self image, tolerance and understanding in children
- Introduce children to simple conflict resolution skills
- Assist children in the proper use of facilities and equipment
- Help provide an aesthetically pleasing and stimulating environment

RIGHTS OF CHILDREN

Children have the right to:

- Feel safe
- Play happily without interference from others
- Be treated with respect and spoken to fairly and courteously by others
- Be treated as an individual with dignity and value
- To have their property respected

RESPONSIBILITIES OF CHILDREN

Children have a responsibility to:

- Follow Thornleigh West Public School rules
- Follow the following TWOOSH rules:

CENTRE RULES

These rules were developed with the children at the centre and endorsed by management and staff.

1. Stay in bounds
2. Be kind to others and use kind words
3. Keep hands and feet to yourself
4. Be safe and keep others safe
5. If you have a problem, see a staff member
6. Take care of equipment and the environment
7. Tidy up after yourself and keep OOSH and the school grounds clean
8. Follow instructions and directions given by staff at all time
9. Follow Sunsafe procedures including wearing appropriate hats
10. Bring your best manners with you and be respectful
11. Sticks and stones stay on the ground
12. Shoes must be worn at all times unless permission is given to remove them
13. Make sure a staff member knows where you are at all times
14. Follow all Thornleigh West Public School rules
15. TWOOSH has a zero tolerance for bullying

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WHAT IS BULLYING?

Bullying is repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons in person, or online. Bullying can involve humiliation, domination, intimidation, victimisation and all forms of harassment including that based on sex, race, or disability. Bullying of any form or for any reason can have long-term effects on those involved, including bystanders.

The four main types of bullying include physical, verbal, social, and psychological. Conflict or fights between equals or single incidents are not defined as bullying.

BEHAVIOUR PREVENTION AND ENCOURAGEMENT - EMPHASISING THE POSITIVE

- At OOSH we aim to encourage behaviour that will be conducive to the children at the centre growing up into healthy, happy and responsible adults.
- Positive behaviour, children's strengths and achievements will be encouraged and celebrated verbally on an ongoing basis
- OOSH staff will establish mechanisms for recognizing, showing appreciation for, and rewarding positive behaviour with a more formal approach including ' terrific tickets, star of the week, etc
- Staff will empower children by creating a range of opportunities for them to take responsibility and be involved in decision-making and to engage positively in the OOSH program
- Staff will replace unwanted behavior with behaviour that is acceptable, redirection is a better alternative to "no" mainly wording – replace is the objective but maybe not the right use of word.
- Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem solving skills, with the support of OOSH staff
- Children will be encouraged to seek support from staff before a problem escalates
- Staff will model positive behaviours to children on an ongoing basis
- Children will be redirected to more appropriate activities when necessary
- Special jobs and privileges to encourage positive behaviour and improvements

MANAGING INAPPROPRIATE BEHAVIOUR

When children act irresponsibly, or in unsafe ways at our centre, the following steps will be followed:

1. As a first step, most of the time, disruptive behaviour only needs a positive but firm reminder from staff. Children will be encouraged and reminded to observe the OOSH centre rules.
2. If they continue to disobey or act in an unsafe way, consequences may involve drawing the child's attention to the rules and boundaries of the centre, limiting where the child can play, time away from play, or time at the supervisor's desk.

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Time at the supervisor's desk will only be for short periods, where children are encouraged to sit and reflect. Staff will follow up by discussing the situation with the child and working together to make an action plan for encouraging responsible behaviour in the future. This may involve the use of our Behaviour reports and having parents read these on pick up. If a child refuses to comply with the staff member's request to see the daily supervisor, the child will be made aware that choosing not to cooperate could lead to negative consequences. Parents will be notified of the events that have taken place and the possible consequences including potential future suspension.

3. If the behaviour continues or the event was serious, the parent will be notified again and the behaviour discussed. Signing a behaviour report may be necessary at this stage
4. Suspension will apply if any child persistently refuses to cooperate with centre staff or to comply with centre rules, and receives 3 written behaviour reports. In line with school policy any child who is violent or threatens serious violence, who is in possession of a suspected illegal drug, who is in possession of a prohibited weapon, or who engages in criminal behaviour related to the school will be immediately suspended. Parents will be notified in person or by phone and will need to sign any behaviour reports issued.
5. OOSH does not tolerate any action that undermines a person's right to feel safe. OOSH staff will take whatever steps are necessary to endeavour to stop such behaviour. Bullying may result in immediate exclusion from OOSH.
6. Any incidents may also be communicated to the school to discuss concerns within the school community.

BEHAVIOUR REPORTS

The behaviour report process highlights the parent's responsibility to take an active role and work with their child in partnership with the centre to make positive changes to their behaviour. Suspension allows children time to reflect on their behaviour, to acknowledge and accept responsibility for the behaviours and to put plans in place to improve their behaviour in the future.

At any of the concerned parties request, a meeting between parents, daily supervisors and an appropriate committee member may be arranged to discuss options and strategies to improve the child's behaviour.

Behaviour reports stand for a minimum of 6 months and can be added to at any time. Once three behaviour reports are given and the child is suspended the first time, any other single behaviour report within 6 months justifies a second or third suspension. Behaviour reports and necessary consequences still apply even if the family chooses not to sign them.

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SUSPENSION PROCEDURE FLOWCHART

Suspension is the exclusion of children from OOSH. Normal paid absent fees apply during these periods

- **1ST SUSPENSION – SHORT (1- 3 DAYS).** Before returning to OOSH after a short suspension, it is required that the parent outlines in writing the steps they have taken to address their child's behaviour, and state what expectations have been discussed with their child to support their return to OOSH and to assist in prevention of further incidents



- **2ND SUSPENSION – SHORT (4 - 5 DAYS).** If another behaviour report is given, follow the procedure as above. The child and parent will need to meet with the Director before they are able to return to discuss the child's willingness and commitment to improving their behaviour and making positive choices. If a child expresses no desire to make positive changes to their behaviour, long suspension will immediately apply. This will be determined by centre Director. In line with school policy no more than 2 short suspensions will be allowed in any calendar year at the Director's discretion.



- **LONG SUSPENSION. (10-20 DAYS).** Applies if another behaviour report is given. Mandatory Resolution Meeting between parents, Director and an appropriate committee member will be arranged. Decision for returning to OOSH will be at the discretion of TWOOSH management.



- **PERMANENT CANCELLATION OF PLACEMENT.** If behaviour continues, and the child shows no substantial commitment to improve, to protect other children and staff, the service reserves the right to permanently exclude the child from OOSH.

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