



Leadership & Service Management Policy

Philosophy Statement

Epic Holiday Camps are committed to creating a fun and safe environment for school-aged children to enjoy meaningful **real-world experiences** to remember forever. With a focus on **learning through play**, we offer exciting **age-matched activities** to support children in gaining confidence, developing their identity and enhancing their **health and wellbeing**. Organisational culture is important to us and we strive to build teams of motivated, fun and **engaging teachers** who children and families can **respect and trust**. Effective communication with children and their families underpins everything we do, ensuring we foster respectful relationships and **continually improve** our program delivery.

Policy Rationale

This policy provides clear guidelines, expectations and commitments to the Training, Professional Development and management supervision of EPIC Holiday Camp staff as they deliver School Holiday Programs.

This policy provides organisational commitment for the:

- Training and professional development of staff in the delivery safe, compliant and well-informed holiday programs.
- Reporting structures and active supervision of staff in the delivery of safe, compliant and well-informed holiday programs.

Holiday Program Staff Training and Professional Development

EPIC Holiday Camp requires all Holiday Program staff to attend and actively engage in training and professional development sessions. Opportunities for compulsory training sessions are offered across various times including day, evening, weekday and weekend times for staff convenience.

EPIC Holiday Camp's Training Co-ordinator provides quality education and care training sessions to program staff. The staff training is based on three ongoing points of analysis:

- Legislation and regulation (via communication with EPIC Holiday Camp Compliance and Licensing Manager)
- Holiday program staff, family and children's evaluation findings
- Training Co-ordinator's observations and review of EPIC Holiday Camp programs.

EPIC Holiday Camp provides up to six various training sessions each quarter to staff based on various levels of experience. These sessions are offered to all Educators, Co-ordinators and



Area Managers. A minimal training requirement of at least two training sessions per 12 month period must be fulfilled before work shifts will be allocated.

Holiday Program Staff Supervision Structure

EPIC Holiday Camp is a Fair Work Place that values all staff and volunteers as well as children and families. In commitment to this, EPIC Holiday Camp is structured in such a manner that all staff report to a Supervisor with delegated rights and responsibilities. These lines of management are in place to support the learning, service excellence and safety within our programs for all children, staff and volunteers.

*Please see Appendix A for EPIC Holiday Camp reporting lines

All staff members are allocated time and communication methods as outlined in a communication matrix with their Supervisors. In addition, Area Managers provide reports back to Head Office identifying operational needs for training and service improvements as appropriate.

Continuous improvement and guidance

EPIC Holiday Camp believes in continual assessment and evaluation of the program by management, educators, parents and children is an integral part of service planning and development. It is also critical to running a high quality education and care service that meets community needs and the achievement of key learning outcomes for children.

Procedure:

- Children and parents will be offered an evaluation form at the end of each of the program venues. Children and families are also welcome to provide verbal or written feedback to educators at any time during the program. Such feedback will be documented in the Communication book or passed on verbally to the coordinator.
- A variety of survey techniques will be used with children, which may include informal discussions, a suggestion box, written surveys and group discussions.
- Educators provide regular feedback on all aspects of the program. Educators critically reflect on program experiences, day to day procedures, OH&S matters, interactions with children and service delivery in general to ensure that the service continues to reflect the needs of our community.
- Leadership team meets regularly to discuss and evaluate the previous program and plan for the next program; review and consider educator feedback and so that coordinators can act as effective liaisons to the educators during program periods.
- All feedback forms the basis of future service planning and development.

Holiday Program Staff Training and Supervision Procedures

Rosters and Pre-program Training



- EPIC Holiday Camp's Human Resource Team will ensure programs are rostered to meet the requirements of the Education and Care Services National Regulations 2011 with appropriate child to educator ratios and necessary educator qualifications.
- All Educators, Co-ordinator's and Area Managers submit availability to the Human Resources team prior to each school holiday program period.
- The Human Resources Team prepare rosters based on legislative and compliance requirements. Each staff member's qualifications, experience, skill, availability and the number of children booked into each program, determines rostering of each staff member.
- All program staff are required to attend a minimal amount of training in order to receive rostered shifts. The training requirements vary based on staff experience level. A minimum of two training sessions annually for the most experienced staff to one per quarter for the newer staff is the requirement to secure shifts.
- Failure to attend training sessions will result in cancellation of any rostered shifts.

Staff Grievance Procedures

EPIC Holiday Camp is a Fair Work Place and as such commits to fostering and cultivating positive relations across all staff including, program staff and management. EPIC Holiday Camp aims to create an environment where all staff feel valued and supported. Each staff member has the right to a trusted and supportive platform to raise grievances. In supporting all staff, this platform should provide a clear process for grievance resolution. In respecting all staff, EPIC Holiday Camp commits to resolve disputes, issues or concerns in a manner that minimises the impact on the service, customers and/or other staff members.

Procedures:

- EPIC Holiday Camp seeks to promote through induction, training and general information the creation of an environment where open communication and discussion is encouraged.
- Where staff member/s have complaint/s or grievance/s, he/she is encouraged to discuss the issue with the relevant staff member or manager in the first instance.
- Where further action is required, or a resolution has not been achieved, the staff member is encouraged contact the EPIC Holiday Camp Director.
- Should a resolution still not be reached, the matter may be referred to an Independent Mediator.
- Any grievances received will be responded to within 2 working days wherever possible.
- All grievances will be handled in a professional and confidential manner.
- Every effort will be made to resolve the complaint in a satisfactory manner.
- All steps will be documented to ensure that outcomes or processes can be evaluated and amended as necessary to inform continuous service improvement.



Service Management Procedures

EPIC Holiday Camp is committed to maintaining up to date and relevant policies and policy implementation. Policy documents are developed in line with State and Commonwealth legislation, industry regulations and practice, and current research on child development.

Procedure:

- EPIC Holiday Camp provides all organisational policies to all staff, parents and/or guardians, as well as approved persons on request. (R185)
- The policies are reviewed on a regular basis, at least annually.
- Parents/guardians have access to our website at all times which outlines general program information, major policy areas and key aspects of the program so that families are kept informed of their responsibilities with regard to the service. (R185)
- Any policy changes will be in line with the service philosophy, quality practices and to ensure the safety and wellbeing of children.
- Families and educators will be informed of changes to service policies through updates on the service website.

Prescribed Enrolment and Other Documents

The below prescribed documents will be kept under regulation 177 in accordance with the Education and Care Services National Regulations (2011)

- Child assessment documentation
- Evaluations of the program
- Incident, injury and accident reports and documents
- Medical records and documents
- Service assessments attendance records for both staff and children
- Enrolment records
- Records of the service compliance
- Record of the certified supervisor

References:

ACECQA National Quality Framework Resource Kit (2012)
Quality Area 7 – Leadership and Service Management
Education and Care Services National Regulations (2011), R 73, 74, 75, 177 & 185
Education and Care Services National Law Act (2010), S 165