



2025

RIVERSIDE ACCESS

CARE, SAFETY & WELFARE OF CLIENTS POLICY

Reconnecting through real life learning

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INTRODUCTION

This policy seeks to provide:

- a philosophical and educational basis for the management of the care, safety and welfare of Riverside Access clients both inside and outside activities
- Riverside Access' expectation of its staff and clients
- a consistent set of strategies and guidelines governing staff-client relationships
- information on how we comply with the Child Safe Standards and the Reportable Conduct Scheme.

Our aim is to create a welfare policy which protects all members of the centre community while also promoting our values of:

- self esteem
- honesty
- self-discipline
- responsibility for your own actions
- tolerance and acceptance
- real life learning.

Awareness of the Policy

Clients and staff are made aware of the policy on induction. In the event of an incident or uncertainty around client welfare, the policy should be consulted.

Communication of the Policy

Due to the special needs of the clients at Riverside Access, welfare policy is primarily communicated to clients during personal development as well as through handbooks, parent information evening and family workshops. The policy is provided to staff on induction.

Principles of the Policy

The policy has been developed to comply with Child Safe Standards (New Child Safe Standards in effect July 2022) to ensure that children in our care are free from abuse, violence, and neglect. The policy is also founded on our principles of teaching 'real life learning' and taking individual responsibility. At Riverside Access, rights must be actively upheld by all members of the community. Clients failing to acknowledge and support the rights of others, fall outside the acceptable bounds of behaviour at Riverside Access. Likewise clients who do not learn to stand up for themselves and for others also play a role in eroding the values for which we stand.

At Riverside Access we promote early intervention and encourage staff and clients to address issues such as attendance, harassment, mental health etc. before they become more problematic. As such wellbeing is monitored on a weekly/monthly basis and reported on in the monthly staff meetings, with any necessary action being recorded as an action item from the meeting.

The policy acknowledges that the different challenges clients face may be linked to age, ability, gender, disability, sexual identity, culture, religion or spirituality, health, wellbeing as well as other factors including their past experiences. Throughout our policy and process we make sure that the individual needs of clients are taken into account.

RIGHTS AND RESPONSIBILITIES

- At Riverside Access, we believe rights are responsibilities which we need to proactively keep rather than passive declarations.
- Everybody has the responsibility of proactively helping to create and maintain a safe environment to learn, play and socialise.
- Everybody has the responsibility to work, learn, conduct activities and play in a friendly, safe and supportive centre environment.
- Everybody has the responsibility for adhering to the rules.
- Clients have a responsibility to care for themselves and each other.
- All members of the centre have a responsibility to care for their own property and that of others.
- All members of the centre are entitled to maintain their dignity and be treated with respect. Others have a responsibility to respect other persons with whom they have contact. There is a responsibility to think about how our behaviour affects other members of the centre.
- Manners, courtesy and thoughtfulness should be the basis of our interaction with others.
- Clients have a responsibility to attend centre regularly without absence for any undue reason.
- Clients have a responsibility to attend sessions punctually.
- Clients have a responsibility to engage in learning and activities.
- Parents have the responsibility to support the aims and ethos of the centre.
- We are diverse group and come from a range of backgrounds, face a range of difficulties, and have various language, cultural and spiritual identities. It is important for clients and staff to value, respect and foster these different identities.

GENERAL RULES

Rules are guidelines for conduct and cover behaviour such as property, attendance, use of buildings and rooms, technology, sport, activities, conflict resolution and the various procedures pertaining to these.

- Riverside Access is a 'free dress' centre however, the appropriate nature of clothing is subject to the discretion of the General Manager.
- Riverside Access is a smoke-free centre. Cigarettes and other smoking paraphernalia are not permitted and if found they will be removed and destroyed.
- Riverside Access does not permit the use or possession of illegal substances within the centre under any circumstances. In such cases where this rule is broken, police may be contacted immediately.
- Riverside Access clients may not engage in behaviour which causes physical or emotional harm to another person within the local area and/or centre community. Riverside Access openly acknowledges there are many different interpretations of the notions of physical and emotional harm and a degree of discretion is required in the administration of this policy.
- Riverside Access does not condone consistent behaviour which hinders others from learning or participating freely in centre activities.
- Riverside Access does not condone graffiti, vandalism, overt or aggressive language, written or verbal threats, or obscene behaviour.
- Riverside Access clients are required to be punctual and prepared for activities.
- Riverside Access clients may not bring weapons of any kind to centre.

Centre Rules

- Punctuality is an important part of the Riverside Access program. Clients are encouraged to start services at the designated 'starting' time.
- Clients are expected always to behave sensibly and in a way that will uphold Riverside Access's values. Staff should encourage courtesy, common sense and mutual respect.
- Clients are encouraged to conduct themselves in a manner that fosters learning and provides a safe working environment.
- Clients need to bring a positive attitude, pens, books and relevant resources or materials to every activity.

Attendance Rules

- Clients are required to attend every designated centre day in the time slots allocated to them.
- Clients may not leave centre grounds without written permission from parents.
- Clients not at centre when they have allocated activities will be marked absent and their parent/carer will be notified.

Bus/vehicle Travel Rules

- Clients must board bus in orderly fashion, choose a seat and put on the seatbelt.
- Clients may not engage in dangerous behaviour including, standing up, throwing objects, destroying property, discharging anything through windows, engaging in overly loud voice projection or playing of music.
- Clients should always clean the bus after use.

ACTIONS WHICH MAY BE TAKEN

Discussion after activity

- This involves discussion between staff member and client to resolve behavioural issues that have arisen during an activity.

Parental contact – behaviour

- Personal parental contact involves a phone call and/or interview regarding ongoing behavioural issues.

Parental contact – punctuality and absence

- Contact with parents regarding client attendance and punctuality.

Parental meeting

- This applies as a result of a continued pattern of misbehaviour or serious misconduct. It is recommended that a written record be kept of any parental contact.

Probation

- For extreme and repeated misbehaviour, probation represents the client's final chance before their position in the centre is reviewed. This involves a letter to parents from the General Manager detailing the misbehaviour, previous sanctions and the fact that the client has not satisfactorily modified their behaviour.

Termination

- The ultimate sanction is applied at the discretion of the General Manager.

DISCIPLINE

The Language of Discipline

In a real life context, language is direct and honest. While negotiation and positive talk are useful tools there are also times when a client needs to hear a direct, honest, and forceful appraisal of their actions. Given the nature of clients we often deal with at Riverside Access, there is latitude given to staff in the use of language which on occasions may go beyond the normally acceptable range of 'appropriateness'.

Corporal Punishment

In accordance with the *Education and Training Reform Act 2006* Corporal punishment is not permitted at Riverside Access.

Recording Discipline Issues

Discipline issues are to be recorded using the Incident Report Form. These should be distributed to all appropriate people and also kept in client file in Dropbox.

Handling Clients

Clients should not be handled, except in extreme cases where the client is displaying intentions or signs of causing potential harm to themselves or others and the area cannot be cleared or police called. Wherever possible negotiation should be used for handling client behaviour issues. The negotiations aim at being emotionally intelligent and designed to encourage clients to accept responsibility for their own actions.

- Staff use 'real life' language designed not to preach but to encourage self-discipline and where appropriate to impose it.
- Staff separate the behaviour from the client, focusing on the behaviour whilst maintaining respect for the individual.
- When contact is required, staff are never compelled to enter a situation they feel to be 'too dangerous'. In this case police should be called.
- Where instant response is required, staff should clear the 'danger zone', then either back away and contact other available staff while they await assistance.
- An Incident Report Form should always follow the use of contact by a staff member.

Please note: all records of any contact involving staff with clients and/or parents will be made aware with due regard to the Riverside Student Support Centre's *Privacy Policy*. This applies to all records and other forms of communication referred to within this document.

COPING WITH EXTREME SITUATIONS

Due to mental health and social issues, some Riverside Access clients may occasionally find themselves at extreme risk of self-harm. In such cases, the following steps should be followed:

- Assess immediate dangers including risk of suicide or self-harm.
- If it is an emergency call 000.
- Establish rapport /conversation with client.
- Keep client under constant watch.
- Notify the General Manager as soon as possible.
- Remove other clients from scene.
- Listen to client and try not to judge.
- Give reassurance and keep client talking.
- Contact client's professional carer if possible.
- Where possible approach client on their terms.

Following incident the following should occur:

- Keep client under constant watch.
- Remove client to 'safe room'.
- Contact parents and carers.
- As much as possible, put in place plans for the next few days.
- Complete Incident Report.
- Follow up with family phone call.
- Offer client de-brief if required.
- Make reintroduction as painless as possible.

ENVIRONMENTAL POLICY

Riverside Access is committed to creating a sustainable, environmentally friendly centre.

- Our approach is a whole-centre approach to environmental issues.
- Where possible it is linked into our programs and service provision.
- Where possible it is supported by our choice of providers.
- Respect and understanding of the natural environment is an essential component to the centre philosophy.

DISCRIMINATION, BULLYING & HARASSMENT POLICY

Riverside Access aims to:

- foster an environment where all members of the centre community are treated with dignity, courtesy and respect
- encourage clients to accept responsibility for taking action against harassment
- be a harassment free centre.

Definitions

Riverside Access recognises that anti-discrimination legislation at Federal and/or Victorian levels protects individuals from discrimination on the basis of personal attributes. Personal attributes include:

- age
- breastfeeding
- employment activity
- family responsibilities
- gender identity
- industrial activity
- intersex status
- lawful sexual activity
- marital status
- medical record
- physical features
- physical, intellectual or psychiatric disability
- political activity/belief
- pregnancy
- race, nationality, ethnicity, descent
- relationship status
- religious belief or activity
- sex
- sex characteristics (physical features relating to sex)
- sexual orientation/preferences
- social origin
- spent and irrelevant criminal record
- status as a care giver or parental status

- trade union activity
- personal association, whether as a relative or otherwise, with a person who is identified by reference to any of the above-listed attributes.

Direct and Indirect Harassment

It is recognised that direct discrimination can occur where people are treated differently and less favourably than others or denied an opportunity on the basis of a 'ground' or characteristic.

Indirect Discrimination

Indirect discrimination can occur when practices or procedures are adopted which appear to be neutral but which have an unequal and adverse effect on a person or group because of that person's or group's membership of a particular class.

Harassment

Harassment is a form of discrimination. Harassment occurs when a person is subjected to unwelcome, uninvited behaviour that he/she finds offensive, humiliating, embarrassing or intimidating. Harassment can occur on any of the 'grounds' of discrimination and relies on the 'eye of the beholder' test. That is, the perception of the complainant, and not the intention of the respondent, is the basis for determining whether harassment has occurred.

Sexual Harassment

Sexual harassment is a form of discrimination. Sexual harassment occurs when a person is subjected to unwelcome, uninvited behaviour of a sexual nature that he/she finds offensive, humiliating, embarrassing or intimidating. As with other forms of harassment, the perception of the complainant, and not the intention of the respondent, is the basis for determining whether or not harassment has occurred. Under federal and state legislation, the subjective 'eye of the beholder' test is balanced with the more objective 'reasonable person' test. That is, would a reasonable person, given all the circumstances, have anticipated that the behaviour would be found offensive, humiliating or intimidating.

Scope of Harassment

Harassment results in an unhappy and unproductive working or learning environment. Harassment can cause low morale, increased absenteeism, stress and resignation. It can affect clients, staff and other members of the centre community including parents, visitors and common workplace participants at the centre.

Riverside Access has a clear obligation to take all reasonable steps to prevent harassment from occurring in any centre-related context. In addition to occurring on centre premises and in the conduct of activities, harassment can occur while travelling to and from the centre and during extra-curricular activities and other functions.

The Law

Discrimination and harassment are unlawful under Federal and Victorian legislation including the:

- Equal Opportunity Act 2010 (VIC).
- Disability Discrimination Act 1992 (Cth.)
- Racial Discrimination Act 1975 (Cth.)
- Racial Vilification Act 1996 (Cth.)
- Sex Discrimination Act 1984 (Cth.)
- Workplace Relations Act 1996 (Cth.)
- Age Discrimination Act 2004 (Cth.)
- Australian Human Rights Commission Act 1986 (Cth.)

Rights and Responsibilities

Riverside Access has a legal obligation to take 'all reasonable steps' to prevent discrimination and harassment.

Where Riverside Access can show, on the balance of probabilities, it has taken all reasonable precautions/steps to prevent workplace harassment and discrimination, the centre may not be held vicariously liable for the discriminatory action of any employee, contractor or agent. In this situation, the employee, contractor or agent may be solely liable for the discriminatory action.

All members of the centre community have the right to a secure and safe working and learning environment without discrimination and harassment.

It is your right to:

- be treated equitably
- be informed of your rights and responsibilities
- refer specific matters to a member of the centre community that you trust and believe can assist
- have an objective, confidential resolution of any valid complaint
- refer specific matters to the Victorian Civil and Administrative Appeals Tribunal or to the Human Rights and Equal Opportunity Commission under the relevant Victorian or Federal legislation.

You are required to:

- comply with Riverside Access' *Discrimination and Harassment Policy* contained in the *Care Safety and Welfare of Clients Policy*

- actively discourage harassment of any kind, including sexual harassment, in all aspects of centre life
- maintain appropriate levels of confidentiality, at all times.

Scope

This policy applies to all members of the Riverside Access community, clients, staff, parents and contractors to the extent that they are interacting with other members of the centre.

For policy pertaining to equal employment and/or workplace discrimination, harassment and bullying please refer to the *Riverside Access HR Manual*.

Procedures

As Riverside Access is committed to ensuring that all staff, clients and members of the centre community are treated with dignity, courtesy and respect in an environment that is free from discrimination and harassment, including unlawful discrimination and harassment, we request that any person with a concern or complaint provides the centre with an opportunity to resolve the matter. Therefore, we encourage you to take one of the following approaches.

- In the event that you have an issue related to discrimination or harassment, the matter can be dealt with informally or formally, in accordance with your preference.
- If you prefer an informal approach but then find the desired result is not achieved, then a formal approach can be adopted.
- The centre will deal with complaints as confidentially as is reasonably possible. The centre must properly investigate any allegation of discrimination or harassment, as it has a legal obligation to ensure that all reasonable precautions are taken to prevent harassment and discrimination occurring in the workplace.

Informal complaints

In consultation with a staff member an individual may wish to deal with the complaint themselves.

The advisor should encourage the person to speak directly to the alleged perpetrator and discuss their co-constructed strategies to handle the situation in the future. This will also help the person to establish in their own mind if they need to make a formal complaint.

In this situation, the person may wish to speak directly to the person(s) causing offence and inform the person(s) that it is unwelcome and that it should cease.

The person should keep a record of examples of unacceptable behaviour and advise the person(s) causing offence that further action may be taken if the unwelcome behaviour does not cease.

Some people are genuinely unaware that their behaviour has caused offence, humiliation or intimidation. A conciliated outcome may provide for an apology to be given and received and a safe, respectful working/learning environment restored.

Formal Complaints

Using the *Riverside Access Discrimination, Bullying & Harassment Complaints Form* (Available in Dropbox) formal complaints should be directed to the General Manager. The General Manager will handle all complaints in compliance with federal legislation.

Confidentiality

Riverside Access maintains confidentiality in line with our *Privacy Policy* and all conversations regarding the process will remain confidential, unless the conversation reveals mandatory reporting issues, breaches of the law or behaviour which in the opinion of the staff member may result in harm to the person or others.

Outcomes

In the case where complaints are sustained, remedial suggestions will be enforced. Clients failing to adhere to the suggestions will be placed on probation and continued behaviour of this nature may result in expulsion.

Record Management

All documentation in relation to complaints of harassment, whether dealt with informally or formally, must be taken in a strictly factual and professional manner. Where appropriate all parties mentioned in the process will be informed.

REPORTABLE CONDUCT SCHEME (RCS)

Riverside Access trains staff and responds to incidents of suspected child abuse in line with the Child Safe Standards and the Reportable Conduct Scheme. This policy applies to all staff, volunteers, contractors, and others engaged in the provision of services to children and vulnerable adults within our organisation.

We have measures in place to ensure that we:

- prevent reportable conduct from being committed
- enable reportable allegations to be made to the head of the organisation
- enable reportable allegations that involve the head of the organisation to be reported to the Commission
- are committed to transparency in our reporting processes and accountability in our actions regarding reportable conduct
- adhere to all legislative requirements of the RCS and cooperate fully with oversight bodies and authorities.

There are 5 types of 'reportable conduct' listed in the Child Wellbeing and Safety Act 2005:

- Sexual offences (against, with or in the presence of a child).
- Sexual misconduct (against, with or in the presence of a child).
- Physical violence (against, with or in the presence of a child).
- Behaviour that causes significant emotional or psychological harm to a child
- Significant neglect of a child.

If you suspect an incidence of reportable conduct has occurred, you will need to notify the head of the organisation. If the reportable conduct has been committed by the head of the organisation then you will need to report to the Commission.

Please contact (03) 8601 5281 or <https://ccyp.vic.gov.au/reportable-conduct-scheme/> for further information or to notify of 'reportable conduct'.

Please see the *Riverside Access Process and Protocol Document* for more information in regards to our handling of reportable conduct.

COMPLAINTS AND GRIEVANCES POLICY

THE SCOPE OF THIS POLICY

This policy applies to the concerns clients, parents and/or guardians may have regarding:

- their child's learning, behaviour and welfare within the centre
- client health and safety issues before, during and after centre hours
- Riverside Access organisation and management.

Please refer to the *Riverside Access Complaints and Grievances Policy* for full details.

WORKPLACE INJURIES AND SERIOUS INCIDENTS

All members of the centre community including short-term members such as contractors and visitors are required to comply with this policy for the protection of themselves and others.

Every incident of injury, illness, dangerous situations or potential health and safety threats are to be reported in accordance with the procedures detailed in this policy. Reporting of the matter is a required regardless of whether it seems minor or otherwise.

Staff and clients will be provided with information and training to enable the timely action, response and reporting of all injuries, illnesses, and incidents.

Scope

This policy applies to all staff, clients, parents, volunteers and visitors at Riverside Access.

Responsibility

A staff member, client, volunteer or visitor who sustains a work/centre related injury must notify his or her supervisor as soon as is practicable following the injury or the onset of illness. In the case of a visitor the centre's Health and Safety Officer must be notified.

Notification

On receiving notification of an injury, illness or incident workplace supervisors will advise Riverside Access' Health and Safety Officer after first ensuring that appropriate measures have been taken to make the area safe and that First Aid is being administered if necessary.

Where an employee is injured or is ill, WorkCover requires that an incident report form be completed for workers' compensation purposes. Forms for the collection of the required information can be obtained from the Health and Safety Officer.

There are particular injuries and illnesses that are classed as notifiable under the relevant Acts. Certain dangerous occurrences or incidents are also notifiable to the WorkCover Authority. Riverside Access' Health and Safety Officer will complete the appropriate documentation and follow up to comply with laws and regulations and formally notify the WorkCover Authority.

OHS Roles and Duties

- Where a client is involved, the General Manager is informed.
- An incident report form is completed/collected from the Health and Safety Officer and completed to ensure a full account is kept of the incident.

- The centre's *First Aid Register* is completed to record any first aid administered.
- Appropriate documentation is completed.
- The appropriate WorkCover Authority is notified and procedures are commenced.
- Information and documents required by the WorkCover Authority are provided within the timeframes required by law or regulation.
- Assistance is provided to complete appropriate documentation for Worker's Claim for Compensation.
- Support and advice is provided for those injured, ill, or to witnesses of the incident.

Dealing with the site of an accident

- Except to make a situation safe, to prevent a further occurrence of an incident, or to aid an injured person, the site of an incident must not be disturbed.
- Riverside Access' Health and Safety Officer may give permission to disturb, or otherwise clean up and repair the site after an appropriate investigation has been completed in cases where there has not been a fatality.
- In the case of a fatality, a site may not be disturbed until the WorkCover Authority has given permission.

Contacting WorkCover

Riverside Access' Health and Safety Officer will liaise with WorkCover and be the link between the centre, the employee and the Authority.

Riverside Access' Health and Safety Officer will liaise with employees requiring WorkCover or Workers' Compensation, to manage the recovery and the return-to-work process

Investigations

- Riverside Access' Health and Safety Officer will conduct a full investigation into every injury/incident/illness.
- Riverside Access' Health and Safety Officer will prepare a report on every injury/incident/illness for the Health and Safety Committee with a copy for the General Manager no later than one week after the injury/incident/illness. The report is to contain recommendations for action to reduce or eradicate the possibility of the situation reoccurring.
- At the conclusion of the investigation, the Health and Safety Officer will complete any necessary documentation and file all the information in accordance with this policy and relevant laws and regulations.

MANDATORY REPORTING

Introduction

Mandatory reporting is a serious issue at Riverside Access, given the nature of our clients and the backgrounds from which they often come. In cases where mandatory reporting is required, the staff member is not required to consult the General Manager, however, where possible this is advised.

Any staff that are VIT teachers therefore have mandatory reporting obligations as outlined in the table below.

Riverside Access has established links with the local police force and must report mandatory issues to DHS.

Scope

Mandatory Reporting is a legal imperative for any registered teacher. Therefore if a staff member believes an offence has been committed the centre will wholly support the process of reporting. Reporting involves the whole community and must be completed with the utmost sensitivity and discretion.

Mandatory reporting refers to the legal requirement of certain professional groups to report a reasonable belief of child physical or sexual abuse to child protection authorities.

In Victoria mandated reporters must make a report to child protection, if in the course of practising their profession or carrying out duties of their office, position or employment they form a reasonable belief, that a child has been or is at risk of significant harm, as a result of physical or sexual abuse, and the child's parents have not protected or are unlikely to protect the child from that abuse.

The report must be made as soon as practicable after forming the belief and after each occasion on which they become aware of any further reasonable grounds for the belief.

Definition

Child abuse is an act by parents or caregivers that endangers a child or young person's physical or emotional health or development. Child abuse can be a single incident, but usually takes place over time. Child abuse includes physical abuse, sexual abuse, emotional abuse or neglect. In Victoria, under the *Children, Youth and Families Act 2005* (Vic.) a child or young person is a person under seventeen years of age.

Legal Obligations

In accordance with the Children, Youth and Families Act, 2005 (Vic) and Education and Training Reform Act 2006. Riverside Access recognises that registered teachers and teacher granted permission to teach are

legally required to file a mandatory report under the following circumstances. This applied to Riverside Access as we employ registered teachers.

VIC	Registered medical practitioners, registered nurses, a person registered as a teacher under the <i>Education, Training and Reform Act 2006</i> or teachers granted permission to teach under that Act, principals of government or non-government centres, and members of the police force	Belief on reasonable grounds that a child is in need of protection on a ground referred to in Section 162(c) or 162(d), formed in the course of practising his or her office, position or employment	Physical abuse Sexual abuse	Sections 182(1) a-e, 184 and 162 c-d of the <i>Children, Youth and Families Act 2005</i> (Vic.)
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Source: <http://www.aifs.gov.au/nch/pubs/sheets/rs3/rs3.html>

MANDATORY REPORTING RESPONSIBILITIES

Riverside Access staff must be constantly aware of their responsibilities under the *Children, Youth and Families Act 2005* (Vic.):

- All concerns must be reported immediately to the General Manager, or their delegate. All staff do however have the right to report the issue directly to the police.
- The General Manager will keep a record of all discussions about a client with whom there is a concern and decide with the staff member concerned if there is enough evidence to move forward with a report.
- If a belief has been formed by a staff member that sexual or physical abuse has taken place a *Mandatory Reporting Information Sheet* available from the General Manager (Dropbox) will be completed in conjunction with the General Manager.
- The staff member and/or the General Manager will contact the Police and await further instruction.
- Client welfare should be considered at all times and in such cases as where possible abuse of a client may occur upon them returning home, the General Manager should inform police and/or DHS.
- An Incident Report should be completed after the event.
- The General Manager should follow up the next day.



RIVERSIDE ACCESS MANDATORY REPORTING INFORMATION SHEET

TIME:

DATE:

All matters of mandatory reporting will be filed in conjunction with the Head of Management.

Outline the events which led to the report

What exactly did the child disclose?

Was there any physical evidence?

Action Taken

OFF SITE SUPERVISION

Introduction

Offsite supervision is highly dependent on the nature of the activity being undertaken. In some cases there are legal requirements in line with ratios and all these should be addressed in an adequate Risk Management Plan.

External Provider Policy

Riverside Access may have several external providers who deliver programs in conjunction with the centre. As such it is important to note the following processes are put in place before establishing a contract with the provider:

- Riverside Access will ensure the provider will comply with all regulations, standards and requirements as required by the Department of Family and Community Services, the National Childcare Accreditation Council and local government.
- Riverside Access will check the credentials of all people running courses.
- Riverside Access will ensure that the finances of the program are prudently managed and that the program is appropriately staffed and well resourced.
- All concerns relating to the program will initially be directed to the program manager and, if unresolved, the General Manager and the centre committee will deal with the matter.

Strategies

Client Welfare is a shared responsibility between the centre and the provider. A contract must be in place clearly outlining the responsibilities of all parties involved.

Responsibilities should include duty-of-care issues including:

- transition to and from different sites
- adequate OHS training for clients entering new sites
- emergency contact procedures for clients.

Co-ordination of the external providers will rest with the General Manager.

All external providers must meet all regulatory requirements.

Clients will attend programs offered by external providers only with the express prior written consent of their parents.

An agreement should contain the following:

- Purpose of Agreement
- Purpose of Program
- Program Brief
- Program Contacts
- Program Expectations
- Roles and Responsibilities of the Partners
- Dispute Resolution
- Fees
- Renewal
- Considerations for Future
- Approval and Endorsement

FIRST AID

From time to time Riverside Access staff might need to administer first aid to clients. Parents/carers should be aware that the goal of first aid is not to diagnose or treat a condition.

All staff are encouraged and supported to attend First Aid courses. At least one staff member on site must have a current First Aid certification through a registered provider. The General Manager is responsible for the administering of first aid in accordance with their training. If the General Manager is not present to administer first aid, then a staff member with Senior First aid may administer First Aid. In an emergency situation, other staff may assist in the administration of first aid within their level of competence.

In a medical emergency, staff may take emergency action and do not need to obtain parent/carer consent to do so. Staff may contact Triple Zero "000" for emergency medical services at any time. If first aid is administered for a serious injury or condition, or in an emergency situation, school staff will attempt to contact parents/carers or emergency contacts as soon as reasonably practical.

If staff providing first aid determine that an emergency response is not required but that medical advice is needed, school staff will ask parents/carers, or an emergency contact person, to collect the student and recommend that advice is sought from a medical practitioner.

MEDICATIONS

If a client requires medication, Riverside Access encourages parents/carers to arrange for the medication to be taken outside of centre hours.

If a client needs to take medication while at the centre:

- Parents/carers will need to arrange for the client's treating medical/health practitioner to provide written advice to Riverside Access which details:
 - the name of the medication required
 - the dosage amount
 - the time the medication is to be taken
 - how the medication is to be taken
 - the dates the medication is required, or whether it is an ongoing medication
 - how the medication should be stored.
- Parents/carers should arrange for written advice to be provided in a Medication Authority Form which a client's treating medical/health practitioner should complete.
- If advice cannot be provided by a client's medical/health practitioner, the General Manager may agree that written authority can be provided by, or the Medication Authority Form can be completed by a client's parents/carers.

Any medication brought to the centre by a client needs to be clearly labelled with:

- the student's name
- the dosage required
- the time the medication needs to be administered.

Parents/carers need to ensure that the medication a client has is within its expiry date. If Riverside Access staff become aware that the medication a client has at the centre has expired, they will promptly contact the client's parents/carers who will need to arrange for medication within the expiry date to be provided.

In some cases it may be appropriate for clients to self-administer their medication. The General Manager may consult with parents/carers and consider advice from the client's medical/health practitioner to determine whether to allow a client to self-administer their medication. If the General Manager decides to allow a client to self-administer their medication, the General Manager may require written acknowledgement from the client's medical/health practitioner, or the client's parents/carers that the client will self-administer their medication.

Medication will be stored in accordance with requirements on the Medication Authority Form.

If a client takes medication incorrectly, staff will endeavour to:

- Ring the Poisons Information Line, 13 11 26 and give details of the incident and the student.
- Act immediately upon their advice, such as calling 000 if advised to do so.
- Contact the client's parents/carers or emergency contact person to notify them of the medication error and action taken.
- Review medication management procedures at the school in light of the incident.

In the case of an emergency, school staff may call Triple Zero "000" for an ambulance at any time.

ASTHMA

If a client diagnosed with asthma enrolls at Riverside Access:

1. Parents/carers must provide Riverside Access with an Asthma Action Plan which has been completed by the client's medical practitioner. The plan must outline:
 - the prescribed medication taken by the client and when it is to be administered, for example as a pre-medication to exercise or on a regular basis
 - emergency contact details
 - the contact details of the client's medical practitioner
 - the client's known triggers
 - the emergency procedures to be taken in the event of an asthma flare-up or attack.
2. If a client diagnosed with asthma is going to attend a Riverside Access excursion, parents/carers are required to provide any updated medical information.
3. If a client's asthma condition or treatment requirements change, parent/carers must notify Riverside Access and provide an updated Asthma Action Plan.
4. Riverside Access will work with parents/carers to review Asthma Action Plans if more than 1 year old.

All clients diagnosed with asthma are required to have an asthma kit on their person at the centre which contains:

- their own prescribed reliever medication labelled with their name
- their spacer (if they use one)

Staff will call 000 immediately if:

- the person is not breathing
- if the person's asthma suddenly becomes worse or is not improving
- if the person is having an asthma attack and a reliever is not available
- if they are not sure if it is asthma
- if the person is known to have anaphylaxis

ANAPHYLAXIS POLICY

Introduction

Anaphylaxis is a serious condition which, if left untreated, can lead to death. Staff should be trained in use of the Epi Pen and in the recognition of oncoming attacks (this is part of a registered first aid course). The anaphylaxis plan should also apply to other allergy-based conditions such as asthma, food allergies and medical conditions.

Ensure a copy of the child's anaphylaxis action plan is visible to all staff.

Follow the child's anaphylaxis action plan in the event of an allergic reaction, which may progress to anaphylaxis.

Where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:

- Call an ambulance immediately by dialling 000.
- Commence first aid measures.
- Contact the parent/guardian.
- Contact the person to be notified in the event of illness if the parent/guardian cannot be contacted.

Ask all parents/guardians as part of the enrolment procedure, prior to their child's attendance at the centre, whether the child has allergies and document this information on the child's enrolment record. If the child has allergies, ask the parents/guardians to provide a medical management plan signed by a doctor.



RIVERSIDE ACCESS

ALLERGY RECORDING SHEET

Centre:		
Phone:		
Client's name:		
Date of birth:	Year level:	
Severely allergic to:		
Other health conditions:		
Medication at centre:		
Parent/carer contact:	Parent/carer information (1)	Parent/carer information (2)
	Name:	Name:
	Relationship:	Relationship:
	Home phone:	Home phone:
	Work phone:	Work phone:
	Mobile:	Mobile:
	Address:	Address:

Other emergency contacts (if parent/carer not available):	
Medical practitioner contact:	
Emergency care to be provided at centre:	
EpiPen® storage:	
<p>The following Anaphylaxis Management Plan has been developed with my knowledge and input and will be reviewed on</p> <p>.....</p> <p>(insert date of proposed review).</p>	
Signature of parent:	Date:
Signature of General Manager (or nominee):	Date: