



SINGLE STAFF MODEL SERVICE (SSMS) POLICY



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Operating a single staff model service will be considered only where the service is financially unviable and will close if it must operate with two educators. This decision will be made in partnership with the school.

The decision to operate a single staff model service will not negatively impact the quality, safety or health and wellbeing of the service, children or educators.

In deciding to operate the service with one Educator, there are a number of factors taken into consideration. These include but are not limited to:

- Risk Minimisation of potential accidents and Incidents
- Child Protection
- Security at the venue
- Communication processes
- Proximity to other services
- Availability of emergency relief educators.

The Area Manager will conduct a risk assessment and outline any alterations for the service. Once approved as a Single Staff Model Service, the educators will undertake appropriate induction to ensure that quality and safety are prevalent in the service.

Single Staff Model Services must comply with the TeamKids supervision policy and its single staff model addendum. The below strategies are added to the supervision procedures and are designed to support a Single Staff Model Service.

The educators working at a single staff model service will be provided with training to provide clear directions and responses for any questions/concerns. This will be a part of the induction

Activity	Single Staff Model Process
Inside Supervision	<ul style="list-style-type: none"> • A supervision audit/risk assessment is to be completed to establish appropriate and safe areas of play that allows for the supervision of all children at all times. • Educators will take into consideration the design of the environment, ensuring that space supports the single staff model (i.e., no tall barriers preventing the Educator from viewing the entire space from any point within the room). • The educator will utilise active supervision methods, such as sitting/standing with their back to the wall when actively engaged in the experience with all children in attendance, to be able to observe/scan the entire space. • Headcounts will be conducted and documented every 15 minutes to ensure all children are present.
Outdoor Play	<ul style="list-style-type: none"> • A risk assessment of the outdoor environment is to be undertaken and documented. • The assessment will take into consideration the design of the environment, ensuring the space supports the single staff model. (i.e., use "witches' hats" to mark out a clear boundary for children, ensuring all play areas are visible at all times.) • Children attending must wear a TeamKids singlet when outside. • Children are to engage in outdoor experiences as a group to ensure appropriate supervision. This may mean areas of play are restricted and rotated through during other sessions. • All children will be reminded to go to the bathroom before they move outside. Should a child need to go to the bathroom, if that bathroom can be seen directly from the outdoor space, the child can go alone. If not, then all children will move inside to allow for the child to go to the bathroom. This will vary for each service, depending on assessed risk. • Drink bottles will be taken outside to ensure water is available at all times.

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<p>Toileting</p>	<ul style="list-style-type: none"> • A risk assessment is to be completed to determine an appropriate and safe toileting procedure for the service. This includes bathrooms where previously educators accompanied children to the bathroom. • On arrival at the service, the Responsible Person will conduct a thorough hazard check of the bathroom. This will be conducted at the commencement of each session. • Children must ask permission from the educator to use the toileting facilities. • Once determined, the toileting process for that environment will be documented for all to follow, including the potential for children to attend the bathroom in pairs.
<p>Snacks and/or meals</p>	<ul style="list-style-type: none"> • Set up must allow for the supervision of all children at all times. • All required equipment and food/water will be available for children, ensuring that they are not required to leave the approved space.
<p>Management of potential accidents and Incidents</p>	<ul style="list-style-type: none"> • Educators will have the contact details of another educator either at a nearby service or a 'floating support educator' to be able to request immediate assistance if required during an incident, injury, trauma, illness or emergency incident. • Emergency Evacuation and Lockdown procedures will be reviewed to ensure they reflect the role of a single educator. • At the commencement of each session, the educator will discuss the emergency procedure with the children in attendance, including where emergency contact phone numbers are located and the telephone. • Should a child be injured or become ill whilst at the service, the DOS will direct other children to engage in an experience close to where they will provide first aid to ensure direct supervision can be maintained at all times. • Following any first aid being administered, the child's parent/guardian/authorised nominee will be contacted to collect them as soon as possible. First Aid will be provided as appropriate. Documentation will be completed after the child has left the service. • If the educator on duty feels an ambulance may be required for a child, then this will be contacted without delay. The DOS is to phone the parent/guardian / authorised nominee to advise them of the incident and that an ambulance has been called. If the parent is nearby, they are to accompany the child in the ambulance if they arrive in time. If the parent is unable to attend the service before an ambulance has to leave, the DOS will advise the parent where they can meet their child from the ambulance. If the service Area Manager / Mentor / Emergency Relief Educator has arrived at the service before the ambulance leaves, then they will accompany the child to the hospital in the ambulance. The DOS of a Single Staff Model service may not go with the child due to the impact on the educator to child ratios. • Where the Director of Service (DOS) has injured themselves, they are to immediately notify their Area Manager. In the case that the educator cannot wait 10 minutes for the Emergency Relief Educator to arrive, they may contact the school to provide a representative to supervise the children while they wait for a TeamKids representative. This is only implemented if there is no other support available. • If the Director of Service (DOS) requires immediate medical attention, The Director of Service (DOS) will call an ambulance and direct all other children to an activity nearby, where they can still supervise children. The Area Manager will then be called to arrange an emergency relief educator to immediately go to the service. If before 8 am, the DOS is to immediately phone their Area Manager / Mentor. The Area Manager will then arrange for a TeamKids representative to attend the service immediately. If after 8:00 am, the DOS may seek assistance from the school and the staff member with a staff record. If before 8:00 am, and a parent/guardian/authorised nominee is at the service, they may supervise children until a TeamKids representative arrives in extreme circumstances. • If the Director of Service (DOS) is unconscious, a child at the service will immediately call emergency services 000 and where possible, an older child will contact/go to the school office. • Emergency contact details will be clearly displayed at the service for children to read if required.

Child Protection	<ul style="list-style-type: none"> The educator on duty will have completed all elements of TeamKids Child Protection training and holds the relevant requirements/qualifications as the person in day to day control (Responsible Person)
Security at the venue	<ul style="list-style-type: none"> On arrival at the service, the educator on duty will do a full hazard check of the indoor and outdoor facilities. Any concerns will be immediately reported to the service Area Manager to assess if it is safe for the service to operate, particularly in a single staff model. If the educator on duty will be arriving or leaving the service in darkness, due to the time of the day, they will be required to carry a torch and a working mobile telephone. If a concern is noted, then Police will be called, and the educator will return to a safe place to await their arrival. The service Area Manager will be contacted after the police for support.
Communication processes	<ul style="list-style-type: none"> An operational telephone must be available at all times that the service is operating. If this phone is a mobile phone, the automatic lock must be OFF the phone to allow anyone that has to make an emergency call to be able to do so. A clear sign must be on display that shows emergency contact details. Children will be shown where this is when they start at the service and at least once per week to the whole group. At the start and end of each shift/session, the Director of Service will message their Area Manager / Mentor to notify them that they have arrived or left safely. If the Area Manager / Mentor does not receive this message either 15 minutes after the scheduled commencement of the shift or 15 minutes following the end of the shift, the Area Manager / Mentor will telephone the Director of Service. If the Area Manager / Mentor cannot be contacted, a neighbouring service can be used to conduct this task.
Proximity to other services	<ul style="list-style-type: none"> The proximity of the service to other TeamKids services will be considered in the risk assessment conducted to assess if the service is suitable for a single staff model. If the service is deemed to be isolated from other TeamKids services, then this may mean the service is not suitable for a single staff model. The distance between services will be assessed by expected driving time from a service that is able to provide support to a single staff model service, not physical distance.
Availability of emergency relief educators	<ul style="list-style-type: none"> Prior to departure each session, the Director of Service (DOS) is to place a sign on the entry to the service, advising of who (the Area Manager) to contact in the situation that the DOS has not arrived for their shift. Parents / Guardians can then call the Area Manager, who will attempt to contact the DOS. The parent/guardian will then be advised when the DOS or an emergency relief educator will arrive. An emergency relief educator will be available to the service as required. The educator on duty at the service will consider how long it may take the relief educator to arrive at the service and determine the timing of a call for assistance to ensure the safety of children and educators. For example, if the relief educator is 15 minutes away, they will be called earlier than if they were 5 minutes away.

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