



YMCA KidsClub

CODE OF CONDUCT



08 7078 4150

 /fleurieuaquaticcentre
fleurieuaquaticcentre.com.au



General Information

KidsClub is available exclusively to **Fleurieu Aquatic Centre** All Access members

- Parent/Guardian are to remain in the **Fleurieu Aquatic Centre** at all times while their children are in KidsClub
- An enrolment form must be completed prior to children being booked and left in the care of the **Fleurieu Aquatic Centre** KidsClub staff. It is the responsibility of the parent/guardian to ensure records are kept up to date and if any changes occur to notify the KidsClub staff.
- It is a legal requirement for you to sign your child in and out of the service when they arrive and depart. Only those who are an authorized nominee for the collection of the child and who are over 18 years of age and legally take responsibility for this.
- Please inform the KidsClub staff if your child has any special needs or requirements.
- All children attending KidsClub must arrive clean and changed prior to the start of the booked session (If your child is toilet trained, please take them to the toilet before you sign them in).
- Please bring any necessary toilet provisions (nappies, change of clothing for emergencies).
- All belongings, bottles, dummies, food, bags, special toys etc, must be clearly labelled with your child's name. Any lunchboxes or food items not labelled will not be given to your child by staff.
- No nuts or nut products are to be brought into KidsClub at any time – as per our Anaphylaxis Policy. All food must be cut and easy for your children to eat with little or no food preparation required by KidsClub staff.

Health

- Please ensure for the health and safety of other children and staff that your child is well enough to attend KidsClub.

Your child **will not** be accepted into KidsClub if:

- Your child is unwell
- Has the common cold or flu (with a nasal secretion which is discoloured, thick and greenish)
- Has a temperature of 37.6c or higher
- Diarrhoea or vomiting
- Infectious diseases (such as chicken pox, mumps, measles, conjunctivitis, head lice, hand, foot and mouth)
- Should staff discover your child is unwell during their visit; the parent/guardian will be notified of symptoms immediately. KidsClub staff has the right to refuse entry and request a doctor's certificate prior to your child's return.
- If there is any change in your child's general health or wellbeing please keep your child at home and seek medical attention. If your child has been vomiting or has had two (2) cases of diarrhoea within a two hour time frame, an exclusion period of 24hrs from the last bout of vomiting or diarrhoea will apply. Written clearance from your child's doctor may also be required. Parents / guardians must inform the KidsClub Supervisor immediately if their children are diagnosed with an infectious illness / disease.
- In the event your child needs medication, you will be asked to administer it.
- During the spring/summer months please apply sunscreen to your child before arriving and bring a named hat and shoes so that children have the option to play outside.

Age Group

- KidsClub is available to children aged:
 - 6 weeks to preschool age, Monday's 9am-11.30am and Tuesday – Friday between 8.45am-11.15am
 - 6 weeks to 9 years (inclusive) during School Holidays

Please note: The KidsClub is closed on weekends and Public Holidays

- For new children, we recommend that you speak with KidsClub staff regarding orientation of your child. We recommend that you consider shorter stays in KidsClub to begin, roughly 30 minutes, so as your child becomes accustomed to the new environment.

Booking Procedures

- ALL children MUST be booked into the KidsClub by 6pm the evening before you attend the following day, to ensure appropriate staffing ratios.

Please note: there must be a minimum of 2 children booked in for session to proceed

- Bookings may be made up to 7 days in advance (Monday-Friday) via phone 08 7078 4150, or in person at the facility.
- Members may only book their children into KidsClub for 1 session per day to allow equal access to the service by members.
- Parents are to phone and cancel as soon as possible if you do not require the KidsClub after having made a booking, to allow for this space to be available to other families.

Behaviour

- Expectations of behaviour will be clearly expressed in positive terms and reinforced consistently in a developmentally appropriate way.
- Staff understand that a child's behaviour can be affected by many factors including, but not limited to, the following:
 - Their age and development
 - Their general health and wellbeing
 - Staff strategies and practices
 - External factors such as family, home life, or media coverage of traumatic events

Staff will take these factors into consideration when adopting strategies to respond to challenging behaviours.

- Inappropriate behaviours that require immediate staff intervention include any behaviour which cause harm to the child/ young person, or others including staff and other children/young people..
- Parents/Guardians who wish to discipline their own children whilst in the Centre will not at any time use any form of corporal punishment or use unacceptable language.

In the case of challenging behaviours staff will follow the behavior management procedure outlined on page 4.

Policies and Procedures

YMCA KidsClub has policies and procedures that can be found in the playroom, or available on request.

- Bottle feeding
- Nappy changing
- Sun Smart
- Supervision
- Safeguarding Children and other Vulnerable People
- Behaviour Policy

Feedback

We value all feedback. There are several ways for you to provide feedback or make a complaint. This can be done anonymously, verbally, via email or via our customer feedback form.

You are welcome to give feedback to:
fleurieuaquatic@ymca.org.au

ANONYMOUS CUSTOMER FEEDBACK

All anonymous customer complaints will be acted upon, given there is sufficient information in the complaint to enable an investigation to be conducted. Members are encouraged to voice all concerns

VERBAL CUSTOMER FEEDBACK

All verbal feedback from customers will be responded to by the supervisor or the staff directly receiving the feedback. The customer is encouraged to complete a feedback form which will be forwarded to the Area Manager.

YOUR FEEDBACK

The feedback procedure ensures the highest quality of service is reached. Feedback received allows constant review of service levels, increased customer satisfaction and increased positive feedback within the community.

Safeguarding Children and other Vulnerable People

YMCA South Australia we consider the safety and wellbeing of children and other vulnerable people to be our highest priority.

YMCA South Australia strives for an inclusive society where all children and other vulnerable people have the right to develop and reach his or her potential in an environment that is caring, nurturing and safe.

We are committed to providing a safe, happy and healthy environment free from abuse, harm and neglect.

YMCA South Australia will:

- Always act in accordance with our YMCA values of honesty, respect, caring and responsibility
- Report and respond to any concern we have about the safety of children and other vulnerable people
- Ensure all YMCA staff and volunteers complete appropriate safeguarding children and other vulnerable people training and understand their responsibilities to act in the best interests of children and other vulnerable people
- Ensure all YMCA personnel have completed a National Criminal History Records check and have a valid Working with Children check (DCSI)

