

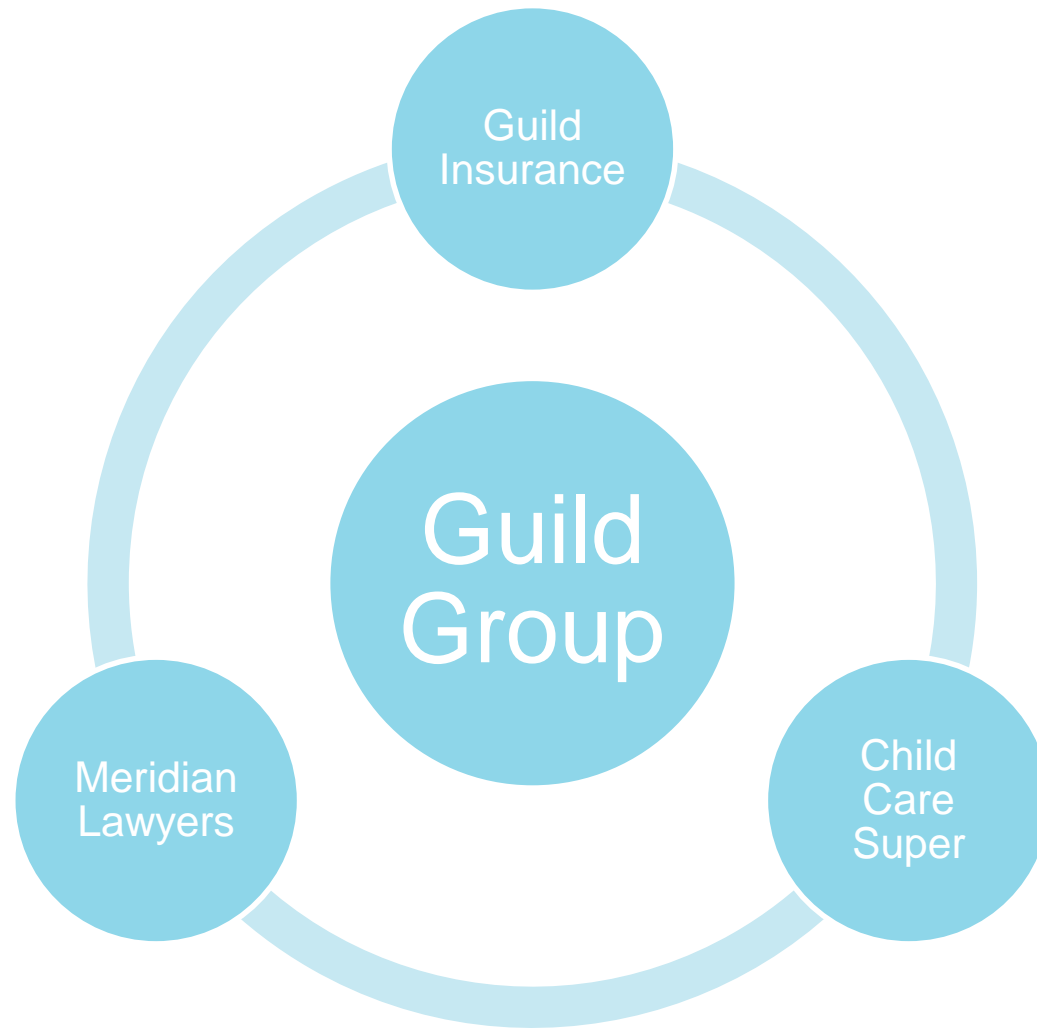
Your staff and your business risks

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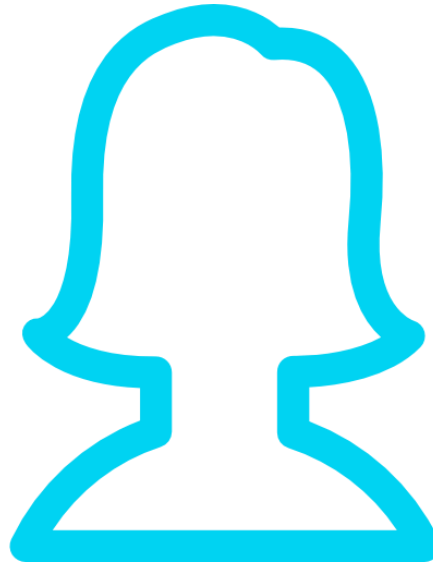
Better through experience.



Who is Guild Insurance?



Who am I?



Your staff and your business risks

This is not intended to blame your staff for issues or problems which occur at your centres

This session is about informing you of the possible areas where staff may make mistakes or not behave as you'd like, then understanding:

- Why these actions might occur
- How these actions may impact your centre
- What you can do to prevent them

1. Supervision

All centres have an obligation to provide 'adequate supervision' for all children.

What is adequate supervision?

- Position
- Actively involved
- Paying attention
- Correct ratio or better

What is the risk of inadequate supervision?

- Injuries to children
- Incidents not being seen
- Delayed response to an incident

Why does adequate supervision not always occur?

2. Hazard identification and action

All centres need a clear process for hazard identification and then steps for managing those hazards.

Hazard is a very broad term and can include toys, furniture, cleaning products, building structure, play equipment, people and weather.

Not all hazards can be eliminated, some need to be managed.



2. Hazard identification and action

Real examples:

- Uncovered fire hydrant in play area
- Heavy closing doors
- Guard missing off hand dryer
- Mop bucket filled with scolding water left unattended in babies room

Why are some obvious hazards not noticed or actioned?



3. Employment disputes

Following complaints about an employee's unprofessional conduct towards children, the manager conducted an investigation into the matter and subsequently decided to terminate the employee. The employee then lodged an unfair dismissal claim with the Fair Work Commission.

An employee underwent surgery and for the following 8 months continued to provide medical certificates declaring she was unfit to return to work. The manager claimed the employee failed to provide the necessary information to support her leave or plans to come back to work so terminated her employment. The employee complained to the Anti-Discrimination Commission.

3. Employment disputes

It's important to think not just about the risk of these types of incidents occurring, but also the risk to your business if these incidents occur.

- Lack of unity
- Poor work performance
- High staff turn over
- Poor workplace culture
- Low staff morale

You have more to deal with than just that incident!

4. WHS

While standing on a chair to collect a box off a shelf, the staff member has lost balance, fallen off the chair and suffered a fractured wrist.

While walking down a couple of small steps in the outside area, the staff member was carrying one child and holding the hand of another. The staff member lost balance, rolled her ankle and jarred her wrist.

While lifting a 2 year old child into a cot without lowering the side rails, the staff member felt a sharp pain in her back. This resulted in a few weeks off work.

4. WHS

What is the impact of poor WHS practices within a centre?

- Staff injuries
- Injuries to children
- Staff time off work
- Poor staff morale
- Challenge adhering to ratios
- Instability for the children and families
- Stress for all involved on top of operating the business



How can you encourage your staff to take WHS risks seriously?

5. Social media

There are three types of social media use which businesses need to be aware of:

1. Business work objectives
2. Engagement with clients
3. An employee's personal non-work related use



Each type of social media use can have an impact on a business; both positively and negatively



5. Social media

1. Have a business plan for how and why you'll use social media.
2. Understand the social media platform you're using.
3. Provide clear guidelines on who within the business is able to post on social media and the processes which are to be followed when doing so.
4. Don't assume your young staff will understand how to use social media for business.
5. Have a process for how often social media accounts are monitored.



5. Social media

6. Consider what messages are to be delivered using social media.
7. Before posting on social media, think about how your message may be interpreted or misinterpreted.
8. Don't believe any post or group is ever private.
9. If you wouldn't say something to a client, colleague, competitor, regulator etc...don't put it on social media.
10. Don't think you can separate your personal and professional social media presence.



6. Professional behaviour

*Professional behaviour relates to not just **what** you do but **how** you do it.*

How well do your staff...

- Present themselves when at work?
- Communicate with families, especially when there is a problem?
- Deal with challenging behaviour from the children?
- Deal with differences with other colleagues?

How do you teach professionalism?

Summary tips...

- Don't make assumptions about what staff know
- Don't assume staff have been trained correctly
- Set the standard for how you want things done in your centre
- Have clear policies and procedures for the centre
- Have a thorough induction process tailored to your centre
- Lead by example, do the right thing
- Be sure staff understand not just what to do but also why
- Promote learning and development as a career long process
- Consider how you mentor, not just train, your staff
- Remember it's ok to make and correct mistakes
- Don't become friends with your staff

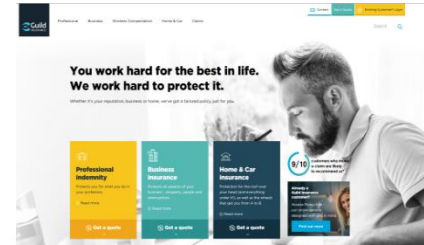


We're here to help...



To contact Guild Insurance

Call **1800 810 213**



Visit our website – **guildinsurance.com.au**

For more risk management tools, tips and resources visit:

riskhq.com.au



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