

STEWART HOUSE
OUT OF SCHOOL HOURS PROGRAM
ASSESSMENT
2007

INTRODUCTION TO ASSESSMENT

The Board of Directors of Stewart House delegated the responsibility for the review of the quality and effectiveness of the residential programs to the Stewart House Out of School Hours Program Assessment Committee (SHOOSH PAC)

Stewart House is subject to inspection every two years by the Stewart House Out of School Hours Program Assessment Committee to determine whether the welfare of children is adequately safeguarded and promoted during their stay at Stewart House. This is the committee's inaugural report.

Inspections assessed the extent to which Stewart House is meeting an agreed set of standards derived from the UK National Minimum Standards for Boarding Schools

The inspection team included three former NSW primary school principals, a parent representative and two former NSW public sector administrators.

The team's primary duties and responsibilities were to:

- serve as an independent and objective party to assess current Stewart House practice and policy against agreed residential standards
- review and appraise the residential programs developed for children in the care of Stewart House;
- provide an open avenue of communication between Preventorium employees, senior management, and the Board

ASSESSMENT METHODS

The following Inspection methods were used in the production of this report:

Direct Observation:

- Open unguided tour of accommodation and recreational areas
- Participation in both on and off site programs
- Attendance at meals, morning and evening dormitory activities and assemblies
- Pupil guided tour of Recreational Areas

Checks with other Individuals

- Principal, Stewart House School
- Assistant Principal (non teaching) Stewart House School
- Leading Residential Childrens' Supervisor Stewart House
- Assistant Leading Residential Childrens' Supervisor Stewart House
- General Manager Stewart House

'Tracking' individual welfare arrangements:

- Discussion with children
- Informal interviews with children's supervisors and other service staff
- Group discussion and observation of children in a variety of circumstances
- Individual interviews with key staff
- Meals taken with children
- Early morning and late evening visits
- Inspection of policy / practice documents
- Inspection of records
- Full inspection of facilities

ASSESSMENT PRACTICE

Assessors adopted the following practices to support the review standards:

- Judgements were based on the relevant Standards
- Members were impartial, culturally sensitive, and anti-discriminatory towards children and Stewart House staff and in use of methods
- Rules were applied equitably, fairly and consistently in similar circumstances
- Assessments were reliable and unprejudiced, based on objective evidence which can be independently validated
- Actual or perceived bias or inappropriate influence was avoided in relation to any part of the program
- There was open declaration of the evidence and reasons for findings and decisions

ASSESSMENT PRINCIPLES

Assessors followed the principles below in conducting assessments and gathering evidence:

- Findings and conclusions were always be based on first hand, objective evidence to the maximum extent possible
- Evidence was corroborated from more than one source wherever possible, and conclusions not based on corroborated evidence be identified as such
- Where information was gathered from staff or children common themes are reported, not every comment made was reported
- Evidence for main findings was substantial as well as corroborated - e.g. a common theme from more than one source
- First hand evidence (what the assessor saw or heard, or what a particular child or staff member themselves saw or heard or experienced) was given greater weight than second hand evidence (what someone heard from someone else)
- Assessors evaluated conflicting evidence on the "balance of probabilities" and identify where they have done this in the report

ASSESSMENT SCHEDULE

	INTERVIEW GM	INTERVIEW LRCS/ALRCS	INTERVIEW P/EO, AP/DEO	POLICY REVIEW	FACILITIES REVIEW	AM Program 6.30-9.30am	PM Program 3.30-6.30pm	Bridge Excursion	Aquarium Excursion	Talent Quest	Weekend Day Program
Norman Newbon	6/8/07 pm MON			6/8/07 am MON	6/8/07 am MON				30/8/07 pm THURS	5/9/07 pm WED	15/9/07 SAT
Richard Hoskins	6/8/07 pm MON	10/8/07 pm FRI	6/8/07 am MON			4/9/07 am TUES	27/8/07 pm MON	16/8/07 pm THURS		5/9/07 pm WED	
Pam Pritchard	6/8/07 pm MON	10/8/07 pm FRI	6/8/07 am MON			28/8/07 am TUES	16/8/07 pm THURS		16/8/07 pm THURS	5/9/07 pm WED	15/9/07 SAT
Gordon Currie	6/8/07 pm MON	10/8/07 pm FRI	6/8/07 am MON				30/8/07 pm THURS	30/8/07 pm THURS	18/9/07 pm TUES	5/9/07 pm WED	15/9/07 SAT
Sharryn Brownlee	6/8/07 pm MON	10/8/07 pm FRI	6/8/07 am MON							5/9/07 Pm WED	
Bill Hamilton	6/8/07 pm MON			6/8/07 am MON	6/8/07 am MON						

ASSESSMENT AGAINST STANDARDS

The 4 Point Rating

The 4-point rating to be used in this report to indicate the extent to which standards have been met or not met is as follows:

1 - Standard Not Met	(Major Shortfalls)
2 - Standard Almost Met	(Minor Shortfalls)
3 - Standard Met	(No Shortfalls)
4 - Standard Exceeded	(Commendable)

Assessors have given the rating they consider appropriate on the evidence available to them by entering one of the four numbers 1 to 4 in the rating box provided against the question "Standard Met?". Nothing other than one of these four numbers can be typed into the box.

1. Standard Not Met (Major Shortfalls)

The assessor gives this rating if in their judgement one or more of the following applies to the set of standards being rated:

- There is a substantial failure to meet one or more of those standards statements, which presents a significant risk to children's safety or constitutes a failure to safeguard and promote children's welfare, or
- There are a number of failures to meet one or more of the standards statements, which may each be small in themselves, but which add up in the inspector's view to an overall significant risk to children's safety or to a failure to safeguard and promote children's welfare, or

This rating will always be given if the assessor considers that children's safety or welfare is significantly at risk because of a shortfall in meeting any of the standards in the set being rated.

2. Standard Almost Met (Minor Shortfalls)

The assessor gives this rating if in their judgement ALL the following criteria apply to the set of standards being rated:

- There is a failure to meet one or more of those standards statements, but none of the failures present a significant risk to children's safety or constitute a failure to safeguard and promote children's welfare, and
- While there are failures to meet one or more standards statements, those failures taken together do not add up to present a significant risk to children's safety or to a failure to safeguard and promote children's welfare, and

This rating will not be given if the assessor considers that children's safety or welfare is currently significantly at risk because of a shortfall in meeting any of the standards in the set being rated. It will be used to indicate shortfalls in meeting those standards which are sufficient to report, may be the subject of recommendations, may require action to avoid a future risk to safety or welfare, or may be "technical but significant" without currently risking children's safety or welfare.

3. Standard Met (No Shortfalls)

The assessor gives this rating if in their judgement ALL the following criteria apply to the set of standards being rated:

- There is on the evidence currently available to the assessor either no failure in meeting any of the standards in the set being rated, or any failure is of a negligible nature and has no significant current or likely future impact on the safety and welfare of children, and

This rating must not be given if the assessor considers that children's safety or welfare is currently significantly at risk because of a shortfall in meeting any of the standards in the set being rated. It must however be given wherever there is no, or only negligible, failure to meet the standards in the set being rated.

4. Standard Exceeded (Commendable)

The assessor gives this rating if in their judgement ALL the following criteria apply to the set of standards being rated:

- On the evidence currently available to the assessor, the provision made for one or more of the standards in the set being rated is significantly better than that required in the relevant Minimum Standard statement, and
- There is on the evidence currently available to the inspector either no failure in meeting any of the standards in the set being rated, or any failure is of a negligible nature and has no significant current or likely future impact on the safety and welfare of children, and

This rating is to be given to acknowledge provision, which is significantly above standard without any significant failure anywhere else in the same set of standards. This rating can only be given where the assessor has evidence that a significant aspect of provision currently exceeds the standard within the set of standards being rated.

SUMMARY OF INSPECTION FINDINGS

WHAT STEWART HOUSE DOES WELL IN CHILDREN'S WELFARE RELATED TO THE OUT OF SCHOOL HOURS PROGRAM

- Stewart House has clear open leadership, managing by example which cascades through the senior staff team setting safe and consistent boundaries for children
- Stewart House has a sound induction process, enabling and supporting new arrivals
- Records demonstrated and staff and children confirmed the abundance of support and care afforded to children who have specific health, welfare or personal problems
- The attention paid to health, safety and security matters throughout Stewart House programs is recognised. This includes evidence of a variety of Risk Assessments.
- The children observed throughout all aspects of the inspection appeared to have forged good friendships, were happy and confident.

WHAT STEWART HOUSE COULD DO BETTER IN CHILDREN'S WELFARE RELATED TO THE OUT OF SCHOOL HOURS PROGRAM

- Clearer guidelines for a twelve day 24 hour program negotiated between the school and after school hours staff
- In light of new guidance, the supervisors should further update policy details for risk assessments on and around the Stewart House site.
- Weekend programs should be flexible enough to meet the needs of disparate groups of children
- Supervisors should ensure that the children maintain appropriate standards in their talent quest
- A total site welfare policy should be co-ordinated from existing policies but with input from teaching staff and supervisors to include but not be limited to:
 - discipline
 - anti-bullying
 - early discharge
 - the co-ordinated use of reward programs
 - assessment and reporting of child's progress across their 12-day stay
 - homesickness
 - administration of medications
 - aboriginal and multi-cultural perspectives
 - roles of principal and assistant principal (non teaching) in the out of school hours program
- The decoration and furniture in the dormitories should continue to be upgraded. Additional power outlets should be provided to senior dormitories and recreational areas.
- Dining room furniture should be replaced with appropriate tables and all recreational equipment should be maintained in working order.
- Dusting and cobweb removal to woodwork and windows could be improved.
- Communication and co-ordination of excursion venues between the school and after school hours staff could be improved.
- The current staff development programs for supervisors and non-school staff should continue. Additional training needs identified through staff appraisals should be funded where possible. Supervisors should receive further training in aboriginal and multicultural perspectives pertinent to their care for children at Stewart House.

THE FINDINGS

1	Children are protected from abuse	<p>1.1 Stewart House should have, and follow, an appropriate policy on child protection and response to allegations or suspicions of abuse, which is consistent and is known to staff</p> <p>1.2 There is a written child protection policy that is consistent with the requirements of the NSW State Government and that includes a requirement for a referral to be made within 24 hours (in writing or with written confirmation of a telephoned referral) of allegations or suspicions of abuse to DoCS</p> <p>1.3 The child protection policy includes procedures for all staff (including ancillary staff) employed at Stewart House who receive allegations of abuse or suspect that abuse may be occurring at school or elsewhere,</p> <p>1.4 Stewart House policy and practice explicitly require staff to report to a designated senior member of staff any concern or allegation about Stewart House practices or the behaviour of colleagues which are likely to put pupils at risk of abuse or other serious harm; and provide immunity from retribution or disciplinary action against such staff for whistleblowing in good faith.</p> <p>1.5 All staff, at all levels, (including newly appointed and ancillary staff) have been given briefing or training on responding to suspicions or allegations of abuse and know what action they should take in response to such suspicions or allegations.</p> <p>1.6 There is a policy, known to staff and used in practice, for searching for and, if necessary reporting, any child missing from Stewart House. A written record is made of any incident of a child missing from Stewart House, the action taken, and any reasons</p>
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Key Findings and Evidence	Standard Met?	3
<p>Stewart House has appropriate policies in place and supervisors have access to their own copy and have received training in response to child protection issues.</p> <p>Through interview with staff, assessors noted that all Stewart House ancillary staff were also aware of current child protection policies.</p> <p>The assessors noted that while the primary responsibility for reporting risk of harm to DoCS fell upon individuals, Stewart House policy was that the principal in the school made mandatory notifications in consultation with the individual staff member reporting concern.</p> <p>Assessors noted that the procedures for searching for a missing child were known by all staff but expected a policy reference as part of an overall student welfare plan.</p>		

2	Use of discipline with children is fair and appropriate	<p>2.1 Stewart House should have, and follow, a fair and appropriate policy on behaviour, discipline and use of punishments, known to children and staff</p> <p>2.2 There is a written and appropriate policy on discipline, punishments and any rewards for good behaviour, which includes a statement of policy on use of restraint, which is available to all staff and made known to children.</p> <p>2.3 Standards of child behaviour are generally satisfactory, and children identify the supervisors use of punishments as generally fair.</p> <p>2.4 No unacceptable, excessive or idiosyncratic punishments are used by children or staff, including any punishment intended to cause pain, anxiety or humiliation, corporal punishment, deprivation of access to food or drink, enforced eating or drinking, requirement to wear distinctive clothing as a punishment (or night-clothes by day as a punishment), use or with-holding of medical or dental treatment, deprivation of sleep, or locking in a room or area of a building.</p> <p>2.5 Administration of major punishments is recorded in writing in a suitable book or log, with the name of the child concerned, the reason for the punishment.</p> <p>2.6 Any use of physical restraint is by reasonable and non-injurious means, only when immediately necessary and for the minimum time necessary to prevent injury to self or others or very serious damage to property, and always recorded in writing.</p>
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Key Findings and Evidence	Standard Met?	3
<p>The assessors reviewed a simple, fair and appropriate policy centred on positive reinforcement with sanctions at 3 levels. The assessors interviewed and observed children who clearly understood consequences of poor behaviour and rewards for appropriate behaviour.</p> <p>No inappropriate discipline methods were observed during all inspections. The assessors reviewed</p>		

appropriate record keeping and noted that escalated misbehaviour was dealt with by the school principal and not left to the discretion of supervisors. Reports from senior staff members of Stewart House indicated physical restraint was appropriate at times when children were at risk of harm and only used when necessary. This practice was not observed over the period of the assessment.

Again there was an expectation that discipline procedures be part of an overall welfare plan adopted across all programs at Stewart House.

3 Safeguarding and promoting children’s health and welfare are supported by appropriate records

- 3.1 Adequate records should be kept in relation to individual children’s health and welfare needs and issues.
- 3.2 There are individual records for children, containing relevant health and welfare information provided by parents and recording significant health and welfare needs and issues. These include any significant known drug reactions, major allergies and notable medical conditions, and this information is available to staff likely to administer medication or treatment to those children.
- 3.3 Children’s records include identification of the persons with parental responsibility for the child, contact details for parents and any other emergency contact arrangements, and any court orders affecting parental responsibility or the care of the child.
- 3.4 Information about welfare needs and any special provision to be made for individual children are effectively made available to those staff with a need to know that information.
- 3.5 Confidentiality of personal information about children is protected.

Key Findings and Evidence	Standard Met?	3
<p>The assessors reviewed and observed the use of a summary list of children’s needs derived from information obtained from parents via the home school. The assessors noted that this was dependent on caregivers’ adequate disclosure of information.</p>		
<p>All agreed that it was essential that this list be distributed to staff as soon as possible on the first day of the child’s stay and that further briefings elaborating on the summaries be given to supervisors as appropriate.</p>		
<p>The assessors noted that there had been improved access to this information and that all records were securely kept in Stewart House School or with the Northern Sydney Area Health Service as NSW DET and NSW Health shared responsibility for maintenance of these confidential student records.</p>		
<p>The assessors observed information being dispersed at handover and to kitchen staff and noted discretion in who received the information.</p>		

4 There is clear leadership of the out of school hours program

- 4.1 There should be clear management and leadership of the practice and development of residential care in Stewart House.
- 4.2 Stewart House general manager has a system to monitor welfare provision in Stewart House.
- 4.3 Senior residential staff have an adequate level of experience or training in the management and practice of residential care to ensure that children welfare is safeguarded and promoted.

Key Findings and Evidence	Standard Met?	3
<p>The assessors noted that overall supervision of the out of school hours program was through the general manager to the Board of Directors. The Assessor reviewed the leading supervisors’ induction policy and staff handbook and noted the both the LRCS and the ALRCS gave all out of school hours program staff support in discipline.</p> <p>In discussion with supervisors, it was noted that the current performance appraisal system worked well. Supervisors asked that staff development be made available to address areas within their appraisal that were marked for improvement.</p> <p>The assessors reviewed minutes of operational (fortnightly) and ‘toolbox’ (weekly) meetings held between supervisors, medical staff, the general manager, the school principal and the assistant principal (non teaching).</p> <p>Assessors noted the appropriate qualifications of each supervisor.</p>		

5 Crises affecting children’s welfare are effectively managed

- 5.1 Stewart House should be capable of satisfactorily managing crises affecting children’s welfare.
- 5.2 There are planned responses to a range of foreseeable major incidents or crises, such as outbreaks of illness, fires, serious allegations or complaints or significant accidents.
- 5.3 In making decisions in any crisis or emergency affecting children welfare, staff do what is reasonable in all the circumstances of the case to safeguard and promote the welfare of the children concerned.

Key Findings and Evidence	Standard Met?	3
<p>The assessors noted that both school and out of school hours personnel shared concerns in the implementation of the critical incident policy. The assessors noted and agreed with documentation of the role of the school principal and assistant principal in managing crises when called upon within the out of school hours program.</p> <p>The assessors concurred that the LRCS or ALRCS could be called for an emergency when supervising their own group of children on excursion but all agreed that it was most appropriate for this to occur before the principal or assistant principal were involved.</p> <p>The assessors commended the use of Walkie Talkies as an excellent innovation for immediate communication across the site and while on group excursions..</p> <p>Assessors observed appropriate isolation of children when ill and the required response to Fire Safety requirements</p> <p>An assessor was involved in a Crisis/emergency situation while observing excursion protocols and reported the reasonable handling of the situation.</p>		

<p>6 The organisation of the out of school hours program contributes to children’s welfare</p> <p>6.1 The organisation of residential facilities should operate satisfactorily and provide appropriate protection and separation of children by age and gender.</p> <p>6.2 No individual facilities have significantly poorer physical provision, facilities or standards of welfare than other dormitories.</p> <p>6.3 There is no major discrepancy of quality of residential care provision for different genders.</p> <p>6.4 Sleeping areas, recreational areas, toilet and bathroom provision are reasonably separated for children of significantly different ages.</p>
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Key Findings and Evidence	Standard Met?	4
<p>The assessors observed appropriate separation of children by age and gender. Assessors in interview with children elicited positive responses regarding the quality of their experience.</p> <p>Facility standards were consistent and appropriate across the site.</p> <p>The assessors noted that significant gender imbalance in the lower dormitories can at time cause difficulties that need to be addressed by supervisors.</p>		

<p>7 Children have access to a range and choice of activities</p> <p>7.1 There should be an appropriate range and choice of activities for children outside teaching time.</p> <p>7.2 Children have sufficient and suitably timed free time each day.</p> <p>7.3 Stewart House provides a satisfactory range and choice of activities for children out of class time, throughout the year and both indoors and outdoors as appropriate.</p> <p>7.4 Children have appropriate access to sports, recreational and hobby facilities outside class time.</p> <p>7.5 There are sufficient appropriate supervised activities for any children remaining at Stewart House on weekends</p>

Key Findings and Evidence	Standard Met?	4
<p>The assessors observed a variety of leisure activities, group and individual both structured and free. Children were given choices in recreational time.</p> <p>Indoor and outdoor activities were observed including the use of beach and park, hall, games rooms, and nightly excursions.</p> <p>The children’s access to hobby facilities was not directly observed but from questioning supervisors satisfactory attention was given to providing for hobby craft particularly in the upstairs girls dormitory.</p>		

8 Children enjoy a meaningful out of school program of activities

- 8.1 Children have every opportunity to engage in purposeful and enjoyable activities, both within Stewart House and in the local community.
- 8.2 There are ample opportunities for children to participate in a range of appropriate leisure activities, and the General manager allocates sufficient financial resources to fund leisure activities and trips.
- 8.3 All children are encouraged, supported and given opportunities to take part in activities and leisure interests which take account of their race, culture, language, religion, interests, abilities and disabilities. Birthdays, name days, cultural and religious festivals are celebrated where appropriate
- 8.4 There is a proper balance between free and controlled time in the structure of the day, taking into account the school day. Activities reflect the choices of the children and children are allowed to do nothing in particular at times.
- 8.5 Supervised activities take into account the safety of children at all times and, where high or unusual hazards are involved, a recorded risk assessment is made
- 8.6 Staff engage with children in talking about and doing things, sharing their experiences, and by participating appropriately in leisure activities with the children.
- 8.7 Children have access to and a choice in the selection of appropriate newspapers, books, magazines, toys, music and games. The children's age, gender, culture and interests are catered for.
- 8.8 Consideration is given to the individual circumstances of children in watching videos and television, and in using computer games and accessing the Internet. Videos, games consoles and computer games may be watched/played only by children of the intended age range. Systems and policies are in place to safeguard children when computer networking or on the Internet and also to prevent the home from becoming dominated by use of the television and computers.
- 8.9 Trips out to events for enjoyment or interest are encouraged and/or organised by staff.
- 8.10 Children who wish to do so are helped to participate in the educational and leisure activities and facilities available to children and young people at Stewart House.
- 8.11 Stewart House has facilities and equipment available for educational and recreational activities that encourage the children to explore and learn, through a diversity of media appropriate to their language, ability, age and understanding.

Key Findings and Evidence	Standard Met?	3
<p>The assessors noted from interview and direct participation that community facilities were used appropriately to enhance the out of school hours program. In particular the use of ten-pin bowling, indoor pools, mini golf facilities, the Hyde Park Barracks, the Sydney Aquarium, the Harbour Bridge and Maritime Museum were seen as appropriate activities and suitable expenditures from the charity's resources.</p> <p>The assessors noted that when external organizations provided suitable venues for children's activity such as twilight sailing, Oran Park speedway, and 'jumbo flights' all staff across the organization gave freely of their time to assist in supervision of the children. The assessors noted the appropriate observance of birthdays and other race or cultural interests.</p> <p>Some dysfunction was noted between the school's and after school's programs use of venues for excursions. Assessors noted excellent risk assessments for all out of school hours program activities. This was enhanced by direct observation of children being warned and constantly reminded of possible hazards while on the excursion. Assessors suggested that the needs of the children should be the primary consideration when planning programs offered for children particularly in relation to weekend programs. Consideration should be given to half-day excursions or alternative venues if group dynamics are such that a whole day outing would prove unmanageable.</p> <p>Assessors consistently observed good rapport between out of school hours staff and children. Staff were seen to participate fully in activities with the children. Assessors also noted good follow up of excursions by supervisors. The children's access to a wide range of indoor activities was noted as well as their preference for X-box and computer simulated games. The assessors noted that no access to the internet was available after school in accordance with current policy.</p> <p>The assessors noted that children are grouped differently in school and in the after school program. Assessors commended supervisors on their positive encouragement of children to participate in all activities. Assessors further insisted that appropriate community standards be enforced in all children's activities – in particular the talent quest.</p> <p>Assessors reviewed recreational facilities available for use by the children and found them to be adequate – Some maintenance to existing dfacilities was required and other areas could be upgraded when funds became available. The assessor noted that the children's access to quiet reading material was hampered by the removal of the school library.</p>		

9 Children receive first aid and health care as necessary

- 9.1 Appropriate first aid and minor illness treatment are available to children at all times, with access to medical, dental and optical services as required.
- 9.2 There are effective arrangements to secure medical, dental and optical attention for children as necessary (e.g. through registration with a local GP, or through a visiting dental officer).
- 9.3 First aid and minor illness treatment are given at Stewart House by competent designated staff
- 9.4 Prescribed medication is only given to the child for whom it was prescribed, in accordance with the prescription or instructions from the pharmacy, and is not kept in general use for other children or added to stock for such use.
- 9.5 Stewart House has secured, and follows, qualified medical or nursing advice in a written protocol on the provision of non-prescription household medicines to children.
- 9.6 Prescribed and household medication, other than that kept by individual children able to administer and control their own medication, is kept securely.
- 9.7 Children keeping and administering their own medication are assessed by staff as sufficiently responsible to do so, and are able to store their medication safely and appropriately.
- 9.8 A written record is kept of all medication, treatment and first aid administered to children, giving name, date, medication/ treatment, reason for administration (if not prescribed), which is signed by the responsible member of staff and is regularly monitored by an appropriate designated senior member of staff.
- 9.9 A written record is kept of all significant illnesses, accidents or injuries to children (either as part of the above school medication and treatment records or separately).
- 9.10 Written parental permission has been obtained in advance for the administration of first aid and appropriate non-prescription medication to children, and to seek medical, dental or optical treatment when required.

Key Findings and Evidence	Standard Met?	4
<p>The assessors noted that appropriate First Aid was available at all times. All supervisors were trained in first aid and their qualifications updated in accordance with the certificate’s compliance regulations.</p> <p>Major health care incidents were treated by the supervisors as a student crisis and either the principal or assistant principal (non teaching) is notified.</p> <p>The assessors noted that all procedures in the clinic and dental rooms are in accordance with NSW Health policy as prescribed by the Northern Sydney Area Health Service. All Stewart House protocols are in accordance with these regulations.</p> <p>Assessors noted that the registered nurse position provided through the NSAHS is only available during weekdays of the childrens’ stay and that there has been considerable delay in the provision of a part time dental officer to support the work of the NSAHS dental hygienists.</p> <p>The assessors observed adherence to nursing advice recording procedures on the administration of non prescription drugs. In dormitory visits, assessors observed the secure storage of drugs.</p> <p>The assessors noted that children in the care of Stewart House do not self administer drugs except for asthma medication. The issue of both prescription and over the counter medication is controlled at all times by supervisors with NSAHS checking patient information each morning and after the weekend.</p> <p>Assessors were shown the full record keeping process and noted that at the end of the child’s stay appropriate records were sent back to the home school, remained in secure storage at Stewart House and were also retained off site by NSAHS.</p> <p>Assessors noted the necessity for parents/caregivers to complete accurate information on the child’s application form with signed permission and commended the process put in place by Stewart House staff to ensure that any gaps in this information were completed by the child’s caregiver, doctor or if necessary local doctors before medications were administered.</p>		

10 Children are adequately supervised and looked after when ill

- 10.1 Children who are ill should be regularly checked and adequately looked after by a member of staff, and be able to summon staff assistance readily and rapidly when necessary.
- 10.2 Children who are separated from others, in bed or otherwise, through illness are regularly checked and receive the care and attention that they need by a member of staff.
- 10.3 Children are able to summon staff assistance readily and rapidly when ill, by day and night.

Key Findings and Evidence	Standard Met?	3
<p>Assessors observed adequate supervision of ill children. Stewart House has adequate provision for children with infectious diseases to be isolated before being sent home and assessors noted that if necessary additional resources were available from a casual pool of supervisors to ensure adequate attention.</p> <p>In normal circumstances, children who are ill are cared for by nursing staff during weekday shifts and the additional rostered supervisor during evenings and at weekends.</p> <p>Stewart House supervisors are available at all times to care for sick children and because of supervision and sleeping arrangements, children are able to summon help when needed.</p>		

11 Children are supported in relation to any health or personal problems

- 11.1 Significant health and personal problems of individual children should be identified and managed appropriately.
- 11.2 An appropriate staff member prepares and works to a written and agreed individual welfare plan, for any child with special welfare needs, significant emotional or behavioural difficulties,
- 11.3 Children with bed-wetting problems are appropriately supported in managing the problem and avoiding undue embarrassment.
- 11.4 Children with medical difficulties (such as asthma), with disabilities, or requiring special treatment or management because of health, emotional or welfare needs, are given suitable support, and activities are adapted as appropriate.
- 11.5 Children who are homesick are suitably supported.
- 11.6 Children undergoing times of personal stress (e.g. because of problems at home, or bereavements) are suitably supported.
- 11.7 Links exist with outside professional services (e.g. school counsellor), to which children are referred as appropriate.

Key Findings and Evidence	Standard Met?	3
<p>Significant health problems – epilepsy, asthma, etc are managed effectively during the child’s 12 day stay at Stewart House through consultation and direction from nursing staff , otherwise children are screened before attending. Children with health problems of a serious nature are not admitted to Stewart House. All relevant health and welfare problems effecting the child’s stay are communicated to appropriate staff members for sensitive handling. All staff in contact with children receive summarised information on each child. Where information regarding children is pertinent to all staff, the assessors observed appropriate channels of communication for the dissemination of this information.</p> <p>A system of handover of sensitive relevant information pertaining to each child was observed by assessors in the mornings when supervisors update the child’s teacher and in the afternoons when teachers deliver children into the care of out of school hour program supervisors.</p> <p>To manage behavioural difficulties an individual welfare – card system is employed with significant behaviours or crises effecting each child being recorded in a hand-over book centrally located in a staff access only room in the school..</p> <p>No individual welfare plans were sighted but the assessors noted favourably the presence of the school counsellor at hand over sessions. Assessors commented that while supervising staff were well aware of health, emotional or behavioural difficulties of children in their care at times more flexibility was needed in the program to have regard for the unique nature of these children. Full day excursions over the weekend may not be appropriate for some. Home sickness with some children was identified and managed through adherence to current policies and personal plans managed by supervisors in consultation with senior school executive.</p>		

12 Children do not experience inappropriate discrimination

- 12.1 Within Stewart House, there is no inappropriate discrimination on grounds of gender, disability, race, religion, cultural background, linguistic background, sexual orientation or academic or sporting ability. These factors are taken into account in the care of children, so that care is sensitive to different needs.
- 12.2 Stewart House documents demonstrate a commitment to equal opportunities and avoidance of inappropriate discrimination of all forms.
- 12.3 No identifiable minority groups within Stewart House population are excluded or suffer from discrimination. Minority groups amongst children are supported appropriately and helped to integrate.
- 12.4 Stewart House supports those children who for any reason do not fit in to Stewart House
- 12.5 Appropriate provision or exemption is made, where feasible and desired, for children with special dietary, dress or religious observance requirements or needs because of religious or cultural background
- 12.6 Culturally sensitive and appropriate support is provided for children for whom English is not their first language

Key Findings and Evidence	Standard Met?	3
<p>No discrimination of individuals or groups was observed during the inspection process but in interview supervisors did not display appropriate levels of multicultural awareness. Assessors recommend that Stewart House staff receive appropriate training and development in this area after an overall policy is developed. Minority supported and encouraged to participate.</p> <p>Assessors observed the compassionate support for minority groups by supervisors and noted that staff awareness of individual differences and the availability of appropriate counselling was paramount to the success achieved within the Stewart House programs.</p> <p>Assessors observed that the care of children at Stewart House was appropriate to their individual needs and that special dietary provision was made to satisfy cultural restrictions.</p> <p>Assessors commended supervisors on their use of simple, clear and often repeated instructions to children – behaviours that greatly assist the inclusion of the minority of NESB children.</p>		

13 Children are introduced to Stewart House procedures / operations and are enabled to settle in

- 13.1 There is an appropriate process of induction and guidance for new children.
- 13.2 New children should be given suitable information about residential routines and rules
- 13.3 Reasonable protection is provided for children's personal possessions and for any children's money or valuables looked after by Stewart House.

Key Findings and Evidence	Standard Met?	4
<p>Through interview with children and direct observation the assessors commended supervisors on a comprehensive well implemented first night induction program that included fire drills and afforded appropriate protection of children's belongings.</p>		

14 Children receive good quality catering provision

- 14.1 Meals should be provided to children that are adequate in quantity, quality and choice, and provision is made for special dietary, medical or religious needs.
- 14.2 Meals provided for children are nutritious, reasonably balanced, and adequate in frequency, hygiene and temperature.
- 14.3 Crockery, cutlery and dining facilities are sufficient and clean.
- 14.4 Dining rooms and furnishings are suitable and of sufficient size for the numbers and ages of children dining.
- 14.5 There is sufficient time at mealtimes, taking into account any necessary queuing time, for children to finish their meals properly.
- 14.6 Staff involved in preparing food for others have received appropriate training in food handling and hygiene.
- 14.7 There are no significant outstanding recommendations of the local council health inspectors

Key Findings and Evidence	Standard Met?	3
<p>Assessors inspected a clean well provisioned kitchen with facilities capable of adequately providing hot meals to in excess of 100 children and visitors. The assessors noted that recent changes to Council regulations had brought the facility back under the governance of the local health inspector and that there were no outstanding issues and all kitchen staff had received appropriate safe food handling training.</p> <p>During the course of the inspection process, assessors were able to participate in breakfast, lunch and dinner meals with the children. Assessors described the meals provided to children and staff as of good quality, adequate in size and sufficiently diverse to accommodate both the children’s tastes and the nurturing charter of Stewart House.</p> <p>The assessors commended the catering staff on their interpersonal relations with the children. All staff spoke affectionately and warmly to children and tried within existing resources to cater for individual requirements.</p> <p>Assessors noted that dining furniture had been rearranged to remove cloth covered chairs from being used with preference for easily maintained plastic seats.</p> <p>Assessors observed that the dining tables were heavy, cumbersome and not appropriate for their current constant use.</p>		

15 Children have access to food and drinking water in addition to main meals

- 15.1 Children have access to drinking water and to food in addition to main meals.
- 15.2 Drinking water is available in all residential areas at all reasonable times.
- 15.3 Drinking water is available to children during Stewart House day at reasonable times in addition to mealtimes (if this provision is by washbasin taps, Stewart House has confirmed that the water supply is of drinking quality).
- 15.4 Snacks are available to children at reasonable times other than main mealtimes

Key Findings and Evidence	Standard Met?	3
<p>Assessors noted that children are allowed access to cold drinking water from individual cups in dormitories and that they receive milk, apple juice and water only at various meal times. Water quality to all Stewart House facilities is tested twice a year. Fresh fruit (apples and oranges) is available in dormitories at all times.</p> <p>In addition to three main meals a day, children have access to morning tea, afternoon tea and supper.</p>		

16 Children are protected from risk of fire

- 16.1 Children and residential staff should be aware of emergency evacuation procedures from residential accommodation. Stewart House should comply with recommendations of the Fire Service, and should regularly carry out and record risk assessments in relation to fire, together with fire drills and any routine tests recommended by the Fire Service.
- 16.2 Children know emergency evacuation procedures from sleeping and living areas in each residential area.
- 16.3 Fire drills are regularly (at least once per intake) carried out in residential time.
- 16.4 Emergency lighting, fire alarms and fire fighting equipment are regularly tested, and this is detailed in the appropriate records.
- 16.5 There are no significant recommendations of the Fire Service outstanding beyond any timescale set by that Service for their implementation

Key Findings and Evidence	Standard Met?	4
<p>Assessors observed appropriate compliance with Stewart House critical incident procedures in relation to emergency evacuation.</p> <p>Fire drills and risk assessments were performed with each group of children at the beginning of their stay.</p> <p>From interview and direct observation assessors ascertained that children were very familiar with procedures</p> <p>Fire fighting equipment, alarms and lighting are tested annually in accordance with Council requirements. Assessors noted that published and posted evacuation plans were adequate but in the process of being redrafted.</p> <p>The residential facility had just completed a major fire upgrade and as such there were no outstanding Fire Service recommendations</p>		

17 Children are adequately supervised by staff

- 17.1 The staff supervising children outside teaching time should be sufficient in number and deployment for the age, number and needs of children, and the locations and activities involved.
- 17.2 There is a duty rota followed in practice which demonstrates satisfactory levels of staff supervision of children during the early mornings, after school, and at weekends both during the day and in the evenings. The levels of staff supervision are satisfactory in number and staff competence for the number, age and nature of the child population, the layout of Stewart House and grounds, and the range and nature of the activities involved.
- 17.3 Children are at all times under the responsibility of an identified member of staff. Each child knows which member of staff is responsible for them at all times, has the means to contact that member of staff if necessary, and that member of staff has the means to call for and receive staff back-up if necessary
- 17.4 There are satisfactory arrangements for the supervision of any children remaining at Stewart House when other groups are participating in outside activities
- 17.5 There are satisfactory cover arrangements for residential staff sickness and absence.
- 17.6 Children and staff do not report an insufficient level of staff supervision of children in the evenings or at weekends, and staff supervision levels remain adequate at those times which are identified by staff or children as having the thinnest staffing level.
- 17.7 The residential staff group in day to day contact with children includes staff of both genders where this is practicable within Stewart House staffing structure

Key Findings and Evidence	Standard Met?	3
<p>Assessors observed that staffing ratios for supervision were adequate and varied in accordance with the needs of the program.</p> <p>The following staffing rota is adhered to:</p> <p>Upstairs Girls: 1 female supervisor always present with up to 16 girls (> 11 years old)</p> <p>Upstairs Boys: 1 male supervisor always present with up to 16 boys (> 11 years old)</p> <p>A casual supervisor is employed for 4 hours each evening to assist with the management of the upstairs dormitories.</p> <p>Downstairs Girls: 2 female supervisors (that may include a manager depending on roster) always</p>		

Downstairs Boys: present with up to 28 girls (8 – 11 years old)
 2 male supervisors (that may include a manager depending on roster) always present with up to 28 boys (8 – 11 years old)

Kool Kids 1 female supervisor always present with up to 12 same gender 6-7 year olds

Additional supervisors are employed across weekend days up to a maximum of ten to ensure that two staff members accompany all excursions.

The health, safety and security of children is further enhanced by the physical presence on site of the school's principal and assistant principal (non teaching) who operate on roster a 24 hour on call service.

The assessors noted that where the need existed because of the unique nature of the intake, the leading supervisor after consultation with the general manager had approval to employ additional resources. They further noted that all supervisor absences were covered from existing casual pools and neither the principal or assistant principal was deployed to cover these absences.

- 18 Staff exercise appropriate supervision of children leaving the site**
- 18.1 Children temporarily away from Stewart House site remain under the overall responsibility of a duty member of staff, and are able to contact a member of staff at all times.
 - 18.2 The number of staff accompanying and in charge of children on organised trips away from Stewart House site should satisfy the following requirements with an increased ratio of staff to pupils where the nature of the trip necessitates this. (one member of staff per 10-15 children aged 8-10, one member of staff per 15-20 children aged 11 and over)
 - 18.3 Staff numbers and deployment should be sufficient to supervise the children and activities involved, ensure that people not on Stewart House staff or subject to Stewart House recruitment checks for access to children (including activity instructors) do not have unsupervised access to children, and to deal with foreseeable emergencies. Where only one member of staff is in charge of children on any trip, that staff member has the means to call for back up from at least one other member of staff if necessary.
 - 18.4 Staff know the whereabouts of children (or know how to find their whereabouts) in their charge at all times.
 - 18.5 Stewart House has, and follows, a satisfactory policy for the safety and supervision of children during journeys.

Key Findings and Evidence	Standard Met?	4
<p>Through direct observation and participation in the out of school hours program, assessors ascertained that staff children ratios at Stewart House exceeded the above standard.</p> <p>The whereabouts of children are known to staff on excursions in most circumstances. Adequate procedures are in place to ensure that children straying from direct supervision while on excursion are recovered with no risk of harm.</p> <p>Assessors commended supervisors on their implementation of the current bus transport policy. Assessors noted that volunteers are not able to access children directly without supervision by Stewart House staff members. In accordance with current policy, all volunteers in direct contact with children while on the Stewart House site are appropriately screened.</p>		

19 Children are adequately supervised at night

- 19.1 Staff should be present, and accessible to children as necessary, in each residential area at night.
- 19.2 There is at least one adult member of staff sleeping in each residential area at night, responsible for the children in that area.
- 19.3 There are additional members of staff sleeping in each residential area where necessary because of the age and number of younger children, or the particular needs of children.
- 19.4 Children have a satisfactory means of contacting a member of staff in each area at night.
- 19.5 There are means for staff to know which children are sleeping in each area each night (e.g. in case of fire or of a child being missing).

Key Findings and Evidence

Standard Met?

4

Assessors reviewed residential accommodation for both supervisors and children to ensure compliance. Overnight accommodation for staff is appropriate and structured to meet the needs of the children including accessibility at all hours. During inspection assessors noted appropriate identification procedures for children in case of emergency including the accessibility of roles near exit doors and names on individual beds.

20 Children are looked after by staff with specific duties, with adequate induction and continued training

- 20.1 All staff with residential duties have job descriptions reflecting those duties, receive induction training in residential care when newly appointed, and receive regular review of their residential practice, with opportunities for continuing training in residential care.
- 20.2 There are clear arrangements for the supervision of ancillary and contract staff and any temporary or agency staff or volunteers working at Stewart House.
- 20.3 The induction training programme for all staff includes guidance on child protection.
- 20.4 There is an appropriate process for the regular review of the performance of each member of staff with residential duties by a more senior or experienced member of staff (e.g. through individual supervision meetings or a staff appraisal system).
- 20.5 Job descriptions clearly state, and staff are themselves clear about, the person to whom each member of staff with residential duties is accountable.
- 20.6 Opportunities are provided for training and updating in residential practice (including guidance on child protection issues) for all staff, including new and experienced staff, commensurate with the roles, experience, and rate of turnover of staff, and any changes or planned changes or developments in residential care at Stewart House.

Key Findings and Evidence

Standard Met?

3

Assessors reviewed current job descriptions of supervisors and noted adequate induction procedures. Assessors were provided with current tertiary and other qualifications of all supervisors and noted the organisation's up to date training register. All supervisors have first aid training and are given the opportunity to attend refresher courses. Assessors noted that supervisors are provided with 6 paid training and development days per year and suitable consideration was given to study leave and other training that could be beneficial to the organization.

Assessors noted that the current supervisor's appraisal process included not only key accountabilities but also assessment of key competencies and behaviours required of employees of Stewart House. They further noted through interview that supervisor were satisfied with the current process but suggested that further training be made available in areas identified where their performance was not at the required level for their role.

From job descriptions and through observation, assessors were confident that all Stewart House staff were aware of reporting lines. Assessors observed the management process of the out of school hours program by both the assistant and leading residential children's supervisor and noted that the both individuals were comfortable in reporting directly to the general manager.

The role of the school executive in the out of school hours program was discussed and observed in a limited capacity in regards to on call crisis management.

21 Children are looked after by staff following clear policies and practice

- 21.1 All staff with residential duties are provided with up to date written guidance on Stewart House residential policies and practice.
- 21.2 There is an up-to-date staff handbook or similar written guidance, which is given to all staff with residential duties.
- 21.3 Such guidance adequately covers Stewart House approach to residential care and the safeguarding and promotion of children's welfare; child protection, anti-bullying and sanctions policies; responding to children's personal problems; the handling of complaints by children; any special features of residential care and the organisation of the residential programs.
- 21.4 There is a staff disciplinary procedure, which includes provision for precautionary suspension of staff where necessary pending investigation or final decision following allegations. This procedure includes provision for guidance and support to staff during suspension or investigation while allegations against them are being investigated.

Key Findings and Evidence	Standard Met?	2
<p>The assessors noted that while adequate supervision was achieved at Stewart House using current policies and that these policies were available and had been explained to all staff there was a real need to provide an across school and out of school program integrated welfare policy. This policy is to include anti-bullying, discipline, appropriate use of rewards and sanctions, multicultural and aboriginal perspectives all currently either lacking or sub standard and that incorporates existing board sanctioned policies such as homesickness and roles of principal and assistant principal (non teaching) in the out of school hours program.</p> <p>Assessors noted that recently all staff have been issued with a training folder and are provided with appropriate policies and implementation practices as they become available.</p> <p>Assessors noted that training courses in April 2007 all staff were made aware of the current code of conduct and child protection requirements and that all staff agreements outlined staff disciplinary procedures.</p>		

22 There are sound relationships between staff and children

- 22.1 There are sound staff/children relationships.
- 22.2 The general view of children is that staff look after them well and fairly, and that communication between staff and children is positive.
- 22.3 Disagreements between children and staff are dealt with reasonably.
- 22.4 There is no inappropriate favouritism or antipathy of staff towards individuals or groups.

Key Findings and Evidence	Standard Met?	4
<p>In all assessed activities and while assessors were present on site very positive staff relationships were observed.</p> <p>Assessors were able to interview individual children and all reported a very positive attitude to staff. Assessors observed the fair and reasonable treatment of disagreements and disobedience. No favouritism was observed and assessors commended the kind and compassionate treatment of different groups of children each 12 days by all Stewart House staff.</p>		

23 Children’s personal privacy is respected

- 23.1 Staff supervision of children should avoid intruding unnecessarily on children’s privacy.
- 23.2 Staff supervision of children is by appropriate patrolling and availability in residential accommodation rather than by intruding inappropriately, or in a way that embarrasses children at sensitive times such as dressing/undressing, changing, bathing or showering.

Key Findings and Evidence	Standard Met?	4
<p>To the extent that the physical layout of the dormitories allow and in accordance with acceptable supervision practice, the privacy of children in the care of Stewart House is respected.</p> <p>Assessors were able to observe all aspects of the out of school hours program for children including supervision at wake up and bed times, during ablutions and at meal times.</p> <p>Assessors also reviewed the physical facilities in all bathrooms and dormitories and deemed them appropriate.</p>		

24 There is vigorous selection and vetting of all staff and volunteers working with children

- 24.1 Recruitment of all staff (including ancillary staff and those on a casual basis) and volunteers who work with children includes checks through the national Criminal Records checking system (enhanced as appropriate), with a satisfactory outcome. There is a satisfactory recruitment process recorded in writing.
- 24.2 Stewart House system for recruiting staff (including ancillary staff, contract/sessional staff and volunteers) who will work with children includes all the following before appointment, which can be verified from recruitment records:
 - check of identity against an official document such as a passport or birth certificate
 - Criminal Records Bureau check at the highest available level for the role concerned
 - at least two references, including the most recent employer, with a reference request that specifically asks all referees to state any known reason why the person should not be employed to work with children and that there should be no material mis-statement or omission relevant to the suitability of the applicant
 - direct contact by Stewart House with each referee to verify the reference
 - interview, with a written record of the outcome
 - check on proof of relevant qualifications
 - requirement that applicants supply a full employment history, stating that any previous employer may be approached by Stewart House
 - contact by Stewart House where feasible with each previous employer involving work with children or vulnerable adults to check the reasons the employment ended
 - explanation of any gaps in CV, with a written record by Stewart House that explanations for any gaps have been sought and are satisfactory
- 24.3 Staff members subject to the requirements set out in 24.2 do not begin work (or residence) at Stewart House until satisfactory completion of all checks and receipt of references.

Key Findings and Evidence	Standard Met?	3
<p>All procedures relating to the employment screening process for Stewart House employees and volunteers exceed current NSW government requirements because of the unique nature of children who attend.</p> <p>All staff are aware of the need to enforce these requirements before new employees or volunteers enter the site.</p> <p>While current selection practice requires contact with at least 2 referees, contact by Stewart House where feasible with each previous employer involving work with children or vulnerable adults to check the reasons the employment ended ins not a current requirement.</p>		

25 Children are protected from unsupervised contact with adults who have not been screened

- 25.1 Stewart House does not allow any member of staff (including ancillary staff, sessional/contract staff and volunteers) to work unsupervised with children unless that member of staff has been satisfactorily checked through employment screening.
- 25.2 All adults visiting residential accommodation (e.g. visitors, outside delivery and maintenance personnel) are kept under sufficient staff supervision to prevent their substantial unsupervised access to children or their accommodation.

Key Findings and Evidence

Standard Met? 4

Assessors commended Stewart House on the thoroughness of their screening processes and observed first hand supervision of approved visitors interacting with children in residence.

Assessors noted that all approved family visitors were required to complete a prohibited employment declaration.

26 Children are provided with satisfactory accommodation

- 26.1 Dormitories and living areas and other accommodation provided for children should be appropriately lit, heated and ventilated, suitably furnished, accessible to any children with disabilities, and adequately maintained.
- 26.2 Dormitories and other areas for children are adequately lit by natural and artificial light, adequately heated and adequately ventilated.
- 26.3 Dormitories and other areas for children are clean.
- 26.4 The standard of decoration of dormitories and other areas for children is adequate.
- 26.5 Furnishing of dormitories and other areas for children is suitable to the number, ages and needs of children accommodated, comfortable and in satisfactory condition.
- 26.6 Children's accommodation and its furniture, fittings and equipment are generally free from breakages and from numerous or significant items requiring maintenance.
- 26.7 Residential accommodation is not unnecessarily noisy.

Key Findings and Evidence

Standard Met? 3

Assessors confirmed that due to site restrictions, disabled access was not possible.

The assessors noted that while adequate cleaning processes were in place a deeper clean including removal of cob webs on windows and superfluous material across the site was required.

Assessors noted that lighting to both upstairs dormitories should be replaced when funds become available. Assessors described the play equipment for children as being adequate but suggested that some maintenance was required on pool tables in the junior recreation room.

27 Children have satisfactory sleeping accommodation

- 27.1 Sleeping accommodation is suitably furnished and of sufficient size for the number, needs and ages of children accommodated, with appropriate separation between genders, age groups and from accommodation for adults.
- 27.2 Beds are of sufficient size for the age of children, stable and of sound construction and in good condition, with mattresses of reasonable depth, clean and in sound condition.
- 27.3 Bedding is clean and suitable for the age of children, and is sufficiently warm in winter.
- 27.4 There is not an excessive variation in the standard of beds or bedding within any one dormitory.
- 27.5 Beds have adequate space around them for children to change comfortably, and sufficient headroom above them (particularly above bunk beds).
- 27.6 Dormitories are of adequate size and not overcrowded.
- 27.7 All dormitories and single bedrooms have a window.
- 27.8 Sleeping areas are either carpeted or have other suitable floor covering.
- 27.9 There is adequate storage space either in or adjacent to sleeping areas for children clothing and property.
- 27.10 Children's sleeping accommodation is fully separated by gender and appropriately separated by age group.
- 27.11 Staff and visitors sleeping accommodation is separate from children sleeping accommodation.

Key Findings and Evidence	Standard Met?	3
<p>All sleeping accommodation is of adequate standard and all dormitories are serviced by reverse cycle air conditioning. Dormitories and living spaces are cleaned on a five day a week basis and all bedding is adequately laundered.</p> <p>The assessors noted the recent provision of hospital grade plastic coated pillows to all beds across the site to facilitate the disinfecting process at the end of each group.</p> <p>All beds and bedding are of the same standard across dormitories. Assessors noted that a linen replacement program was in place and that dooners were now laundered at the end of each term. Dooner covers were laundered at the end of each group or on request during the child's stay. The assessors recommended that the age and condition of dooner covers be assessed in the near future.</p>		

28 Children have adequate private toilet and washing facilities

- 28.1 Adequate toilet and washing facilities are readily accessible to children, with appropriate privacy.
- 28.2 Each dormitory has at least one WC for every 5 children (in boys houses, urinals may be provided instead of no more than two thirds of the required number of WCs).
- 28.3 WCs are:
 - distributed within residential accommodation to provide reasonable access from both sleeping and living areas
 - in individual rooms or separate cubicles, with partitions and doors which do not have sufficiently large gaps above or below to be susceptible to invasion of privacy
 - in working order, with paper (and for girls requiring them, suitable sanitary disposal facilities)
 - fitted with room/cubicle doors with locks in working order
 - clean and adequately ventilated.
- 28.4 There are washbasins, with soap, hot water and hand drying adjacent to all WCs and urinals.
- 28.5 Each dormitory has at least one washbasin for every 3 children.
- 28.6 Each residential house has at least one shower or bath for every 10 children, most of this provision comprising showers, and:
 - showers are distributed within residential accommodation to provide reasonable access from both sleeping and living areas
 - all showers used for personal washing in dormitories are separated into individual rooms or cubicles, or where in the same area are capable of being individually separated by curtaining if children wish
 - shower and bath facilities are clean and adequately ventilated
 - there is adequate hot and cold water supply to showers and baths.
- 28.7 There are no significant queues for toilet and washing facilities at peak times.
- 28.8 Toilet facilities in dormitories are not inappropriately shared by children of widely differing ages (e.g. the most senior and most junior children), showering and bathing facilities are not shared at the same time by children of widely differing ages, and toilet and washing facilities are not shared by children of both genders.
- 28.9 Staff and other adults (including visitors) have separate toilet and showering or bathing facilities, and do not share children's facilities.

Key Findings and Evidence	Standard Met?	3
<p>Assessors observed that the one washbasin per three children standard was not met in the lower dormitories but in the same areas shower standards were exceeded. The committee agreed that this deficiency did not affect the high standard of hygiene provisions in both dormitories.</p> <p>While dormitories and school ablution facilities maintained adequate separation for staff and children, toilet facilities in the dining area were shared but only used by children on an emergency basis.</p> <p>Assessors noted that Stewart House checks water quality and temperature in accordance with public health guidelines biannually. Assessors further observed in accordance with public health standards, all bathroom facilities were supplied with liquid soap and each child received individual soaps for showering.</p>		

<p>29 Children are protected from safety hazards</p>
<p>29.1 Indoor and outdoor areas used by, or accessible to, children should be free from reasonably avoidable safety hazards.</p>
<p>29.2 Sleeping, living and recreational areas, indoors and in Stewart House grounds, are free of significant hazards to child safety (e.g. trailing flexes, overloaded sockets, unguarded heaters).</p>
<p>29.3 Windows accessible to children above the ground floor and presenting a risk to safety are fitted with suitable opening restrictors or alternative safety measures.</p>
<p>29.4 Windows where there is significant risk of impact are either made of safety glass or are otherwise suitably protected.</p>
<p>29.5 There are no significant hazards to child safety in indoor or outdoor recreational areas used by children, or on the routes regularly used by children between buildings or parts of Stewart House site (e.g. between dormitories and teaching areas).</p>
<p>29.6 Stewart House has a policy, implemented in practice, for controlling or supervising children's use of, and access to, high risk areas within Stewart House buildings and grounds (e.g. for educational or recreational use outside class time, including areas such as playground, swimming pools, and hazardous outdoor areas and heavily used car parking and manoeuvring areas).</p>
<p>29.7 Children know which areas and activities are out of bounds.</p>
<p>29.8 Stewart House has a satisfactory occupational health and safety policy, available to all staff.</p>
<p>29.9 Stewart House has an effective system of risk assessment, with written records to identify and reduce risk to children from inherent hazards in Stewart House buildings, activities or grounds, including hazards that children may access without permission (e.g. roads, the beach, flat roofs)</p>

Key Findings and Evidence	Standard Met?	3
<p>Assessors noted that when and where identified safety hazards were removed and that Stewart House maintenance staff and supervisors were well versed in the identification of safety hazards.</p>		
<p>All appliances are test tagged on a six monthly basis with appropriate certification.</p>		
<p>The committee noted that there were no outstanding OH&S issues and where workplace injuries had occurred immediate action was taken to rectify hazards. Apart from site OH&S meetings conducted once per term with participation from school and Stewart House staff, assessors were informed that 'toolbox' meetings held each week with rostered supervisors resulted in a number of emerging issues being addressed immediately.</p>		
<p>Assessors noted that additional general power outlets were required in the upstairs boys and girls dormitories and recreation room.</p>		
<p>Assessors noted that safety glass was not required in windows as they opened onto balconies whose balustrades had been recently brought to current building safety code.</p>		
<p>Assessors complimented that the overall supervision performed across the site was to a very high standard and that the out of school hours program adhered to the school's playground supervision policy but that on-site risk assessments needed to be undertaken to the same standard as the excursion assessments.</p>		

30 Children’s clothing and bedding are adequately laundered

- 30.1 Adequate laundry provision is made for children’s clothing and bedding.
- 30.2 Children’s bedding and clothing are regularly and frequently laundered by Stewart House.
- 30.3 Clothing is satisfactorily stored and issued to the right child following laundering.

Key Findings and Evidence	Standard Met?	3
<p>The assessors noted that the on-site commercial laundry operated seven days per week and that children’s clothing bed linen and towels were laundered as regularly as necessary.</p> <p>Laundry facilities were sufficient to allow segregation of contaminants from ordinary clothing and linen. In most cases soiled laundry left outside dormitories in receptacles was returned cleaned by the end of the day.</p>		

Assessor:	Pam Pritchard	10 November 2007
Assessor:	Sharryn Brownlee	10 November 2007
Assessor:	Gordon Currie	10 November 2007
Assessor:	Richard Hoskins	10 November 2007
Assessor (by invitation)	Bill Hamilton	10 November 2007
Chair SHOOSHPAC	Norman Newbon	10 November 2007

ACCEPTANCE OF REPORT

I Graeme Philpotts of Stewart House confirm that the contents of this report are a fair and accurate representation of the facts relating to the assessment conducted on the above dates and that I agree with the recommended actions made and will seek to comply with these.

Print Name: Graeme Philpotts

Designation General Manager

Date 10 November 2007

BOARD DETERMINATION

At the Stewart House Board meeting of 19 November 2007, all directors present agreed to adopt the findings of the Stewart House Out of School Hours Assessment Committee (SHOOSHPAC) and asked the General Manager of Stewart House to implement the attached action plan to address areas of concern.

Print Name: Bill Hamilton

Designation Chairperson

Date 19November 2007

**Bill Hamilton
Chairperson**

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ACTION PLAN TO ADDRESS IDENTIFIED AREAS OF CONCERN

ISSUE	ACTION	RESPONSIBILITY	BY WHEN
Clearer guidelines for a twelve day 24 hour program negotiated between the school and after school hours staff	Collate educational and recreational venues so that they are shared throughout the children's stay	GM / P / LRCS / AP	May 2008
In light of new guidance, the supervisors should further update policy details for risk assessments on and around the Stewart House site.	Review out of school hours program use of on site facilities Correlate policy with standard DET policy Compile risk assessments for inclusion in excursion folder	GM / LRCS and supervisors to formulate as a Feb. 2008 training activity	To Board by April 2008
Weekend programs should be flexible enough to meet the needs of disparate groups of children	Ensure that supervisors are empowered to decide the appropriateness of venues for children with particular needs	LRCS	Ongoing
Supervisors should ensure that the children maintain appropriate standards in their talent quest	Discussion and memorandum to all supervisors	GM	Completed
A total site welfare policy should be co-ordinated from existing policies but with input from teaching staff and supervisors to include but not be limited to: <ul style="list-style-type: none"> - discipline - anti-bullying - early discharge - the co-ordinated use of reward programs - assessment and reporting of child's progress across their 12-day stay - homesickness - administration of medications - aboriginal and multi-cultural perspectives - roles of principal and assistant principal (non teaching) in the out of school hours program 	For discussion with principal and assistant principal (non teaching) in term 1, 2008 Supervisors to review policies in Feb 2008 training schedule Supervisors and staff to appoint representatives for committee to develop comprehensive welfare policy over term 1, 2008 for trialled implementation term 2, 2008. Board to review at April board meeting	GM LRCS P,AP, LRCS	Feb 2008 Feb 2008 Mar 2008 April 2008
The decoration and furniture in the dormitories should continue to be upgraded. Additional power outlets should be provided to senior dormitories and recreational areas.	Ongoing according to budget GPOs to be installed in January holidays when no children present	GM GM	Feb 2008
Dining room furniture should be replaced with appropriate tables and all recreational equipment should be maintained in working order.	Tables to be sourced and purchased in 2008 budget depending on available funds Audit and repair of equipment to occur in January holidays	GM MO	Jan 2008 Feb 2008
Dusting and cobweb removal to woodwork and windows could be improved.	Already undertaken in Oct. 2007 and will be repeated each term holiday by professional cleaning services	GM	Ongoing
Communication and co-ordination of excursion venues between the school and after school hours staff could be improved.	New procedures in place – formalised process to be discussed	LRCS / AP	Dec 2008
The current staff development programs for supervisors and non-school staff should continue. Additional training needs identified through staff appraisals should be funded where possible. Supervisors should receive further training in aboriginal and multicultural perspectives pertinent to their care for children at Stewart House	Review of appraisals for issues to be included in Feb 2008 four day training program GM / P to identify program for 2008 training and development	GM / LRCS GM / P	Dec 2007 Dec 2007