



Fizz Kidz

Holiday Program

Child Safety Policies

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Fizz Kidz General Safety and Child Wellbeing Policy

Policy

Fizz Kidz is committed to providing a physically and emotionally safe environment for every child who attends our programs. We believe every child has the right to feel safe, respected, and protected from harm, including bullying, unsafe conditions, and environmental hazards.

Physical Environment Safety

- All staff must conduct a daily hazard check before opening, including:
 - Checking for and cleaning any wet or slippery floors
 - Ensuring pathways are clear of tripping hazards
 - Confirming all equipment is safe and in good condition
- The front door must remain locked during program delivery, except during designated pick-up and drop-off times.
- Staff must know the exact location of the front door key and ensure it is accessible only to authorised team members.
- Fire exits and pathways must never be blocked.
- Staff must know the emergency evacuation procedure and location of emergency exits.

Emotional Safety and Bullying

Fizz Kidz believes every child has the right to participate in an environment free from fear, intimidation, and bullying.

- Staff will actively promote inclusion, respect, and kindness among all children.
- Staff must never single a child out.
- Staff must never raise their voice at a child.
- Bullying, including verbal, physical, or social exclusion, will not be tolerated.
- Any concerns of bullying raised by a child, parent, or staff will be taken seriously, documented, and addressed promptly following our behaviour guidance procedures.
- Children will be reminded of positive social skills and supported to resolve conflicts with staff guidance.



Staff Responsibilities

- Staff must actively supervise children at all times, remaining vigilant to any hazards or unsafe behaviour.
- Staff must immediately clean up spills or report hazards to the site supervisor for action.
- Staff should model calm, respectful communication and support children to feel secure and heard.
- If a child expresses that they feel unsafe, staff must listen without judgment, reassure the child, and escalate any concerns to the site supervisor or manager.



Fizz Kidz Sign-In and Sign-Out Procedure

Policy

Fizz Kidz is committed to ensuring all children are safely accounted for upon arrival and departure, in line with best practice child protection standards.

Procedure

- **Sign-In:**
 - One staff member will be stationed at the entrance to greet each family and every individual child.
 - Children will be signed in one by one, checking the enrolment details visible on the iPad.
 - Staff must confirm important information with the parent/carer, such as allergies or medical needs, using prompts like:
 - *"I can see your child is enrolled without any allergies, is that still correct?"*
 - *"I can see your child is allergic to [allergen], do you have their epipen today?"*
 - Staff should make note of any updates provided by parents.

- **Sign-Out:**
 - Parents or carers must collect their child in person from inside the studio/program **or at the door of the studio.**
 - Staff must wedge themselves in the door frame **and allow one child out at a time, handed directly to their parent or guardian.**
 - *"Hi Anne, [child's name] had a wonderful time, here is their bag and drink bottle, bye"*

Any incidents or irregularities during sign-in or sign-out must be reported immediately to the site supervisor or manager.



Fizz Kidz Allergy Management Policy

Policy

Fizz Kidz recognises that the safety and wellbeing of children with allergies is a critical responsibility. We are committed to providing an environment where the risk of exposure to allergens is minimised, and where staff are confident and capable of responding in the event of an allergic reaction.

Recording and Communication of Allergies

All allergy information is captured during the child's enrollment and recorded in our secure booking system. On each day of attendance, staff must review the allergy details for every enrolled child on the Fizz Kidz iPad, which will display up-to-date enrolment records.

Allergy details must be discussed with the parent or carer at sign-in, using language such as:

- "I can see [child's name] has no allergies listed, is that correct?"
- "I can see [child's name] is allergic to [allergen]? Are they anaphylactic? Is there an epipen with them today?"

Any changes to allergy details must be recorded immediately in the system and communicated to all team members working that day. All staff are required to familiarise themselves with the location of emergency allergy medication (e.g. epipens) and understand emergency response plans.

Emergency Response

- All staff must complete allergy and anaphylaxis awareness training.
- In the event of an allergic reaction, staff will follow first aid procedures and call emergency services if required.
- Parents/carers will be notified as soon as practical in the event of any allergic incident.

Review

This policy will be reviewed annually and whenever a significant incident occurs



Fizz Kidz Toilet and Bathroom Supervision Policy

Policy

Fizz Kidz is committed to protecting the safety, privacy, and dignity of all children during toilet and bathroom use. We aim to encourage independence while ensuring children are supervised appropriately in line with child safety standards.

Procedure

- Children are to be supported/encouraged to use the toilet and bathroom **independently** whenever possible.
- If a child requires minimal assistance, staff must let their colleague know, and also their manager after supporting the child.
- Staff must never lock themselves in a toilet or bathroom with a child.
- Staff must never allow children to be in the bathroom or the toilet cubical together. Children must go to the toilet and/or bathroom separately.
- If a toilet or bathroom accident occurs, staff will reassure the child is calm and assist with spare clothing and notify their manager.
- All incidents requiring significant support at the toilet and bathroom must be documented and reported to the site supervisor.

Responsibilities

All staff must understand and follow these procedures, and escalate any concerns about inappropriate behaviour, child disclosures, or unsafe practices to their manager immediately.



Fizz Kidz Medication Administration Policy

Policy

Fizz Kidz recognises that some children may require medication during our programs. We are committed to administering medication safely, in line with legal requirements, and ensuring the wellbeing of all participants.

Procedure

- No medication will be administered without written consent from the child's parent or carer.
- If a parent requires a staff member to provide medication to their child, the staff member must call their manager for authorisation.
 - Parents must provide medication in its original packaging, clearly labelled with the child's name, dosage, and expiry date.
 - Medication must be handed directly to a staff member and never left in a child's bag.
 - All medication will be stored securely and out of children's reach at all times.
- Staff must record details of medication administered, including the date, time, dosage, and name of the staff member giving the medication, using the Fizz Kidz Medication Log in the secure portal.
- Two staff members should check the medication and witness the administration to ensure correct dosage and reduce risk of error.
- Emergency medication (e.g., asthma inhalers, epipens) should be easily accessible in an agreed location known to all team members, with a plan in place in case of an emergency.
- Parents must be notified as soon as practical after medication has been administered, if for an emergency.

Staff will not administer any non-prescribed or over-the-counter medication without written consent from the parent and approval by the site supervisor.

Responsibilities

All staff are responsible for knowing and following these procedures. Any concerns or incidents relating to medication must be reported to the site supervisor or manager without delay.



Fizz Kidz Incident Reporting Policy

Policy

Fizz Kidz is committed to responding promptly and appropriately to any incidents that may occur during its programs. All staff have a duty to report incidents to ensure the safety and wellbeing of children, staff, and visitors.

Procedure

If an incident occurs during a program, staff must notify their manager as soon as possible.

- If the incident is urgent or serious (e.g., injury requiring medical attention, a child goes missing, serious behavioural incident), staff must call their manager immediately.
- If the incident is not urgent (e.g., minor behavioural issue, minor first aid), staff must call their manager after the program has ended.
 - The manager will assess the situation and advise on any next steps, including whether emergency services or parents should be notified.
 - Following the phone call, the manager may request that the staff member complete a written Incident Report Form, accessible via the Fizz Kidz Portal.

Staff must complete the Incident Report Form as soon as possible and submit it to their manager for review.

All incident reports will be stored securely and treated with strict confidentiality.

Responsibilities

All staff are responsible for being familiar with this procedure and acting swiftly when an incident occurs. Managers are responsible for supporting staff, coordinating any follow-up actions, and ensuring incidents are appropriately documented and closed.