

Policy 25  
**Staffing Policy**

**Policy Statement**

Wideview Outside School Hours Care Service believes that educators are a valuable asset to the quality of care provided and that employing and retaining high quality educators is imperative. We are dedicated to ensuring the safety, welfare and wellbeing of children in our care by implementing recruitment, induction, and training procedures that comply with the Children (Education and Care Services) National Law, Education and Care Services National Regulations, NSW Child Safe Standards, the Working with Children Check Act 2025 (NSW) (WWCC Act 2025) and promote a child safe culture. All practices are in accordance with OSHC Professional Standards, WOOSHC Centre Policies and Procedures and National Quality Standards

**Links to Education and Care Services National Regulations and National Quality Standard**

<b>QUALITY AREA 2 Children's health and safety</b>		
2.2	Safety	Each child is protected
2.2.3	Child safety and protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.
<b>QUALITY AREA 4 Staffing arrangements</b>		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.1	Organisation of educators	The organisation of educators across the service supports children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators, and staff are collaborative, respectful, and ethical.
4.2.1	Professional collaboration	Management, educators, and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions, and relationships.
<b>EDUCATION AND CARE SERVICES NATIONAL REGULATIONS</b>		
83	Staff members and family day care educators not to be affected by alcohol or drugs	
84	Understand child protection law	
118	Educational leader	
136	First aid qualifications	
Div 9	Staff and educator records—centre-based services reg 145 – 151	
155	Interactions with children	
168	Education and care service must have policies and procedures	
173	Prescribed information to be displayed	
176	Time to notify certain information to Regulatory Authority	
181	Confidentiality of records kept by approved provider	

**Procedure**

**1. Staff Selection**

- 1.1 We recruit staff and volunteers who uphold and promote a safe, supportive environment for children.
- 1.2 We are committed to child safety and the wellbeing of every child in our care.
- 1.3 We promote the paramount importance of child safety in all that we do and actively consider children's voices in all decisions that affect them.
- 1.4 We ensure leadership and governance maintain clear policies, safe recruitment practices and accountability across the organisation. We foster a culture where child safety is embedded in everyday practices and responsibilities and where all staff and volunteers understand and uphold their child safety obligations. This policy follows the 8 steps to child safe recruitment:
  - Role Description
  - Job Advertisement
  - Shortlisting
  - Interviews
  - Referee checks
  - Background checks
  - Onboarding and induction
  - Ongoing employment practices

### 1.5 Equal Opportunity Legislation

- All educator positions will be advertised according to Equal Opportunity Legislation
- No one will be discriminated against based on their cultural background, religion, sex, disability, marital status, or income.
- All applicants and referees will be asked the same questions.
- All applicants will be selected according to equal opportunity guidelines.
- Selection will be based only on suitability for the position

### 1.6 Service Manager /Nominated Supervisor

- Have adequate knowledge and understanding of the provision of education and care to children.
- Have an ability to effectively supervise and manage an education and care service
- Desirable, minimum 3 years' experience in a relevant field and demonstrated ability to work with children and staff.
- Holds a current first aid certificate or willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Have completed current child protection qualifications.
- Be committed to prioritising the safety and protection of children
- An ability to supervise and support educators.
- The Manager will be a minimum of 18 years of age
- Hold a current Working with Children Check and Police Check

### 1.7 Assistant Manager

- Relevant training as above and/or relevant experience to successfully fulfill the position.
- Holds a current first aid certificate or are willing to undergo training to obtain this.
- A person of good character, who can be entrusted with providing adequate care for the welfare of the children.
- Have completed current child protection qualifications
- Be committed to prioritising the safety and protection of children..
- The assistant shall be a minimum of 18 years.
- Hold a current Working with Children Check and Police Check

### 1.8 Team Leader

- Diploma in School aged or Children's services / Cert 4 in School aged Care/ Cert 3 in children's services or relevant experience to successfully fulfill the position preferably with a minimum 2 years' experience in children's services.
- Holds a current First Aid certificate, Asthma and Anaphylaxis
- Current Working with Children
- Relevant approved child protection training.
- Be committed to prioritising the safety and protection of children
- An ability to supervise and support educators.
- The Supervisor shall be a minimum of 18 years.

### 1.4 Educator

- Cert 4 in School Aged Care/ Cert 3 in Children's or relevant experience or desire to learn the industry to successfully fulfill the position.
- Holds a current First Aid certificate, Asthma and Anaphylaxis or are willing to undergo training to obtain said certificate(s).
- Current Working with Children Check (for Educators 18years+)
- Be committed to prioritising the safety and protection of children, completed child protection training and be aware of mandatory reporting guidelines through training and service support.

## 2. Recruitment:

2.1 When a position becomes available, the Manager in consultation with the Committee (a selection panel will be appointed if the position is for an outgoing manager) will –

- Ensure there is a current job description and selection criteria for the position.
- Determine the method and placement of advertising
- Short-list the applicants.
- Arrange interview questions, book dates, and times.
- Conduct the interviews, shortlist candidates, check references
- Decide on a suitable applicant, consult with the committee where needed for final approval.
- Offer the position to the successful applicant
- Set the date for the commencement of employment and induction.
- Prepare letter of employment and contract.
- Verify WWCC on the applicant.
- Verify police check for Manager or Assistant Manager positions.
- Complete the worker register with staff details and check prohibited persons register in NQAITS

### 2.2 Recruitment: advertisements

- Our job advertisements include information about our organisation's commitment to being child safe. We inform potential staff members from the outset that we uphold children's rights, take the Child Safe Standards seriously and require all staff working in our service to hold a cleared Working with Children Check (unless exempt). Our advertising asks potential candidates to demonstrate their commitment to child safety in their application and includes child safety questions as part of the application.
- Job advertisements will clearly outline the organisation's commitment to making reasonable enquiries about candidates' suitability to work with children.

### 2.3 Recruitment: interview

- We use interviews to assess candidates' suitability to work with children. Interviews are structured around child-safe values and behaviour-based questions that explore a candidate's integrity, attitudes toward children and knowledge of and commitment to child safety in line with the Child Safe Standards. We ask probing questions about a candidate's understanding of child safe requirements and their responses to child safety scenarios.
- Where possible, candidates are interviewed by more than one person to support a balanced and objective assessment of suitability. During the interview any prior disciplinary matters, relevant employment history, red flags' identified during shortlisting or concerns affecting suitability to work with children are discussed.
- An interview or screening discussion occurs regardless of the type or length of employment, including casual or short-term engagements. Where staff are engaged through a staffing agency, we seek assurance about the recruitment and screening processes undertaken by the agency, including the types of child-safety questions asked to assess suitability to work with children.
- The interview process is documented and records of outcomes and decisions are maintained to support transparency and accountability in child-safe recruitment.

### 2.4 Recruitment: reference checks

- Each candidate must provide the details of 2 referees. At least one referee should be from their most recent or current role and both must have directly supervised or managed the applicant in a professional capacity.
- If the applicant has never worked before, has recently left school or has exceptional circumstances such as a long, explained career break character references may be acceptable. Character references should not be from family members and professional references should be preferred.
- We conduct verbal references (unless they are not feasible in the circumstances). During reference checks, we ask whether the referee has any concerns about the applicant working with

children, whether the applicant has been subject to any disciplinary action or if the applicant has displayed any concerning or inappropriate behaviour.

- We use the reference check to clarify any issues or concerns identified during the shortlisting or interview process. Where verbal references cannot be obtained or where written references are also sought, we use a secure digital system capable of identifying potential falsified written references.
- We keep a record of every reference check (verbal or written) including the date the check was conducted, the name and role of the referee, their relationship with the candidate, a summary of the feedback provided and any concerns raised and how they were addressed. We store all records securely and manage them in line with our organisations record-keeping and privacy requirements.
- We ensure all records are accessible for internal review or regulatory purposes

## 2.5 Recruitment: pre-employment checks

- Before engaging an applicant in child-related work we will ensure they hold a current Working With Children Check (WWCC) clearance issued under the WWCC Act 2025 (unless exempt) and verify it in the NSW Office of the Children's Guardian system. We check the validity of qualifications, including checks with the National Training Register for Registered Training Organisations (RTOs). In addition all applicants complete a 100-point identification check to verify identity.
- We verify if an individual is a prohibited person through the National Quality IT System (NQA ITS) (Section 188).
- We ask applicants to complete a declaration about their suitability and any current restrictions imposed by Regulatory Authorities including enforceable undertakings, suspension orders, supervision orders or training orders. This may include using ACECQA's Prohibition Notice Declaration form and Compliance history form, which are available on ACECQA's Sample forms and templates page. We ask applicants to supply a recent National Criminal History Check Certificate.
- We keep records of all pre-employment checks, including WWCC verification, National Criminal History Check, qualification checks, prohibited person checks, declarations, and accreditation confirmations. We store all records securely and manage them in line with our organisations record-keeping and privacy requirements.

## 3. inductions/training

- 3.1. We undertake child safe inductions, We recognise that making sure a staff member, agency staff member or volunteer is safe and suitable to work with children is an ongoing process.
- 3.2. Prior to commencing child-related work, we enter the details of new employees, volunteers, students, temporary and agency staff into the National Early Childhood Worker Register.
- 3.3. All new staff members, agency staff and volunteers engaged in child-related roles participate in a structured induction process. This induction includes:
  - Guided tour of the service including emergency and evacuation plans, first aid kits, medication storage, allergy information policies, supervision zones etc
  - Training on their legislative obligations under the National Law and Regulations, Children's Guardian Act 2019, Crimes Act and related child protection legislation;
  - A comprehensive briefing on our Code of Conduct and child protection policies including Child Safe Policies, mandatory reporting responsibilities, and expectations regarding professional boundaries and workplace behaviour, including restrictions on the use of personal devices;



- Orientation to physical environment, supervision requirements, and risk mitigation strategies to ensure children are safe at all times.
- Completion of required child safety and child protection training forms part of our induction process and is a condition of undertaking child-related work
- New or inexperienced staff are supported through mentoring arrangements to build child safety capability. We provide appropriate supervision, instruction, feedback and regular oversight as they become familiar with the new role and responsibilities. All agency staff members are always supervised.

3.4. All staff are subject to a [3/6-month probationary period ] to assess suitability and alignment with our organisation's values and child safe commitments.

3.5. We ensure that all staff complete mandated child safety and child protection training as required by legislation and regulatory authorities. Completion of required training is a condition of undertaking and continuing child-related work.

3.6. We maintain accurate records of completed training and actively monitor compliance to ensure all workers remain current with required qualifications and child safety learning.

#### **4. The responsible person**

4.1 A responsible person will be on the premises at all times.

4.2 The details of the responsible person at any time will be clearly displayed for educators, staff, and families.

4.3 The process for determining the responsible person will always be clear to all educators and staff and followed.

4.4 A responsible person can be:

- Approved Provider – As a not-for-profit service, the Wideview Out of School Hours Care Parent Committee have management and control of the service.
- Nominated Supervisor – this is a person designated by the service as the Nominated Supervisor.
- Team Leader/Responsible Person - who has been placed in day-to-day charge of the service.

4.5 The Approved Provider is responsible for:

- Ensuring that the service does not operate without a Nominated Supervisor, and that this person has given written consent. Ensuring that the name of the Nominated Supervisor is displayed prominently at the service and is recorded in PRODA.
- Notifying the Regulatory Authority in writing if there is a change of person in the role of Nominated Supervisor (Section 56, Regulation 35)
- Notifying the Regulatory Authority if a Nominated Supervisor or Responsible person has their Working with Children Check card or teacher registration suspended or cancelled, or if they are subject to any legal proceedings.
- Ensuring the Nominated Supervisor is completing compliance within their role.

4.6 The Nominated Supervisor is responsible for:

- Providing written consent to accept the role of Nominated Supervisor
- Ensuring they have a sound understanding of the role of Nominated Supervisor
- Manage the service in line with Regulations, law and NQS requirements.
- Notify ACECQA of any incident/ accident that requires medical treatment.

- Developing rosters in accordance with the availability of Responsible Persons, hours of operations and the attendance patterns of children. RP's will be highlighted in colour on the roster.
- Notifying the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check, or if they are subject to legal proceedings
- Ensuring that, in their absence from the service premises, another Responsible Person is placed in day-to-day charge of the service

#### 4.7 Team Leaders/Responsible person are responsible for:

- Providing written consent to accept the role and ensuring they have a sound understanding of the role of Responsible Person
- Being responsible for the day-to-day operation in the absence of the Nominated Supervisor.
- Informing the Nominated Supervisor in the event of absence from the service due to leave or illness so they can be replaced by another Responsible Person.
- Notifying the Nominated Supervisor of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check or if they are subject to legal proceedings

## 5. Negative notices, disqualified persons and interim bars

### 5.1. We acknowledge that under the WWCC Act 2025:

- A disqualified person is legally barred from engaging in child-related work.
- Individuals subject to an interim bar notice must cease child-related work immediately.
- A negative notice prohibits employment and engagement in child-related work.

5.2. Upon receipt of notification from the Office of the Children's Guardian or other authorised agency or from an employee that a person engaged by the organisation is disqualified, issued an interim bar, or has received a negative notice, the organisation will immediately cease that person's involvement in child-related work and inform the NSW Early Learning Commission as required under Section 174AB of the Children (Education and Care Services) National Law (NSW) within 24 hours of becoming aware.

5.3 We inform all employees that they must notify their Approved Provider in writing if they receive a negative notice or if there is a change to the educator's accreditation or registration as a teacher (Section 174AA). Employees must provide this notice within 72 hours of the event or within 24 hours of becoming aware.

5.4 We also report to the NSW Education Standards Authority if the employee is an accredited teacher. Confidential records of these incidents shall be maintained and managed according to privacy and child protection legislation.

## 6. Prohibited Persons

6.1. We acknowledge that, under Section 182 and 183 of the Education and Care Services National Law (NSW) 2010, a prohibition notice can be issued to anyone involved in an education and care service if they pose a risk of harm to children. A prohibition notice prevents the person from:

- Providing education and care to children.
- Working or volunteering at an education and care service in any role.
- Engaging in any other activity related to education and care services.

6.2 A prohibition notice may be given to an approved provider if a related provider is subject to a prohibition notice and there is a systemic risk in relation to the approved provider or related provider, and issuing the notice is reasonably necessary to manage the risk.

## **7. Conditions of Employment:**

7.1 All relevant conditions set down by the award will apply to all employees -

- This includes sick leave, annual leave, rostered days off, overtime, jury duty, study leave, carers leave etc.
- Management will ensure they are aware of the appropriate conditions and keep up to date in relation to any changes in the Award.
- Educators are encouraged to remain up to date with their appropriate conditions.

7.2 Permanent Full time, Part time and Casual employees are paid relevant rates under the children's service award or above by agreement of the Parent Management Committee/ P&C.

7.3 All educators must maintain professional behaviour as outlined in the code of conduct that is to be read, agreed to, and signed at the start of employment.

7.4 All staff will be committed to child safety and complete mandatory child protection training, management will also discuss upon employment, mandatory reporting and guide staff through the process, so they have a thorough understanding of their obligations under mandatory reporting.

7.5 All grievance issues are to follow the appropriate procedures as outlined in the grievance procedures

7.6 Annual leave will be taken as negotiated with management.

7.7 Applications for leave where possible should provide 4 weeks prior notice and be approved by management.

7.8 Management will approve applications for leave without pay based on each individual request.

7.9 Each educator will supply and record their full name, address, date of birth, evidence of any qualifications they hold including first aid and the identifying number of the employees Working with Children Check.

## **8. Staff Professionalism**

8.1 Educators will be made aware of their duty of care and their responsibility in relation to supervision, health, and safety of the children.

8.2 Professional behaviour in all areas will be reviewed as part of the ongoing employment of all educators.

8.3 Educators will not attend work under the influence of drugs or alcohol and will not smoke or vape on any Department of Education premises, at any time.

8.4 Management will immediately address any breach in professional expectations. If the concern involves the manager, representatives from the management committee will conduct the discussion.

8.5 All discussions will be recorded, and standard of behaviour and expectations clearly explained.

8.6 Any further problems will be addressed as per the grievance procedure.

8.7 Educators will be expected to know, understand, and perform their duties as per the job description.

8.8 Educators will be expected to maintain and improve their skills through participation in training and development opportunities. Management will ensure that finances are made available in the budget for training.

8.9 Employees are expected to arrive at work on time for all scheduled shifts with time to be on the floor at the scheduled start time and to work satisfactorily during their work hours.

8.10 Employees are required to call or message and notify the Manager or Team Leader in the case of illnesses, accidents or other emergencies that keep them from working as scheduled.

- 8.11 Time off should be scheduled with as much notice as possible and with at least a minimum 1 week in advance where possible.
- 8.12 Failure to obtain approval or taking leave without any prior notification is considered an unauthorised absence
- 8.13 Unauthorised absences are considered a “no show”, (a no show occurs when an employee fails to show up for a scheduled shift and doesn’t call or notify about the absence). Each day the employee doesn’t report for a shift or call to notify a Team Leader is considered a no-show event. If the employee fails to report for 2 shifts, this may be considered a voluntary termination by the employee.
- 8.14 Disciplinary Actions for no show events-
- First time: warning
  - Second time: termination
- 8.15 Educators may need to provide evidence to support the reason for the absence. Acceptable evidence includes Dr certificate/letter showing the illness/ accident was an emergency and must be presented within 24 hours of the missed shift.
- 8.16 Educators will be expected to follow all confidentiality requirements.
- 8.17 Educators will be expected to know and follow the child protection policies and child safe standards as part of their employment.
- 8.18 The quality of the service and positive working environment is dependent on good educator and parent relationships. Educators will follow professional communication procedures as outlined in WOOSHC policies and procedures
- 8.19 The maintenance of good teamwork will be an expectation outlined in all job descriptions.
- 8.20 Staff must agree and abide by the WOOSHC code of conduct.
- 8.21 Educators will be expected to dress appropriately for their duties. WOOSHC aim to project a positive, professional image and therefore expect all Staff members to present themselves in a professional manner. Staff should wear neat clothes appropriate for the type of work and not offensive to clients or fellow workers.
- Dress Code Procedures –
- Uniform shirts with service logos will be provided for staff each year.
    - Permanent staff will be allocated 2 shirts and one jumper (if required) per year
    - Regular casual staff will be allocated 1 shirt and 1 jumper (if required) per year
    - Additional uniform shirts may be provided for an employee, budget permitting, or staff may purchase extra uniforms for themselves.
  - Staff are expected to wear the uniform shirts when on shift.
  - When it is not practical for staff to wear uniform shirts – clean, neat shirts of similar colour will be considered an acceptable alternative. No sleeveless shirts
  - WOOSHC. will not reimburse staff for privately purchased uniform/ non-uniform shirts.
  - WOOSHC uniform consists of the red logo shirt with black pants/shorts/skirt (bottoms), staff must wear clean, neat clothing with their uniform shirts.
  - Laundry allowance will be paid to staff according to Award rates for each shift worked. If a split shift is worked on the one day, then only 1 laundry allowance is paid.
  - Staff will be provided with a badge, and it is expected that Educators will wear the badge when on site.
  - Closed toe shoes must be worn for all shifts.
  - $\frac{3}{4}$  length or long pants that are practical and appropriate for working with children.

- Shorts length must be no shorter than mid-thigh
- Skirt length must be no shorter than knee height
- Tattoos should be covered where possible

## **9. In-service Training and Development:**

9.1 The Manager will inform the committee of any specific training and development needs of educators

9.2 Appraisals and the services requirements will be used to ascertain further training needs.

9.3 The Manager, in conjunction with the committee, will access all training available and determine what will be attended and by whom.

9.4 Where possible all educators will be given the opportunity to be involved in some form of training throughout the year.

9.5 All educators will be given opportunities to upgrade their qualifications in line with the National Quality Framework.

9.6 A variety of training methods will be used including:

- Internal workshops, which can be conducted by educators or outside presenters.
- External meetings with other service to exchange ideas.
- Time allocation made to educators to review any new resources that may be of value.
- External workshops, conferences, and seminars.
- Accredited short courses provided by registered training organisations.

9.7 Educators are encouraged to share relevant skills and knowledge they obtained from any training with the other educators in staff meetings or where more time is required in an internal workshop.

## **10. Performance Development/ review:**

10.1 Educators will be informed of the review process, during/ after probation and yearly review ongoing

10.2 We integrate child safety into our ongoing performance development processes to ensure all staff and volunteers consistently meet and demonstrate understanding of their child safety responsibilities.

Key elements include:

- Reaffirming responsibilities: Staff confirm their understanding of child safety obligations, including professional boundaries, safe supervision and mandatory reporting during annual reviews or performance discussions.
- Monitoring practice: Supervisors observe and provide feedback on staff behaviours to reinforce child-safe practices and address any concerns.
- Supporting development: Performance discussions identify professional learning opportunities, including training in positive relationships with children, reframing behaviours and responding to child safety risks.
- Addressing concerns: Any issues regarding staff conduct or compliance with child safety requirements are addressed promptly to maintain a safe environment.

10.3 Embedding child safety in performance development reinforces safe practices, supports professional growth, and ensures safeguarding children is a shared responsibility.

10.4 The performance development review system can be used, as a tool to identify future training needs of the educators.

10.5 Where it is identified that the educator is not meeting the required performance measures then the following will be undertaken:

- Action plan developed to identify areas for improvement. This will include a time frame for further review and training areas identified and put into place as soon as possible.

- Support and guidance given to the educator to help them through the process and assist them in achieving the required standards.
- A record made of the above, dated and signed by both parties.
- Should no improvement be made by the next review then further action will be taken.
- If the educator is dissatisfied with the process, then they should put their concern in writing asking for the decision to be reviewed or that they wish to pursue the issue further through other avenues. These could include the union or mediation.

8.7 All workers are required to reaffirm their understanding of child safety obligations and the WWCC requirements at annual reviews or as part of their performance management supporting ongoing vigilance and improvement in child-safe practices.

## **11. Grievance Procedures:**

### 11.1 General grievance procedure

- On commencement, all educators and management members will be notified of the guidelines for grievance procedure.
- All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem-solving techniques.
- Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the service in a professional manner.
- Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate.
- Any problem, complaint or concern arising between educators or between management should be dealt with as close to the event as possible in order to avoid any escalation.
- Meetings of educators and/or management provide regular opportunities to raise and discuss general issues or concerns about the service.
- All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents as appropriate.
- Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, management may decide to investigate these issues.

## **12. Relief Educators:**

- 12.1 The service may employ relief educators on a casual basis to fill short-term vacancies or absences
- 12.2 The Manager may employ a reputable company to fill relief positions.
- 12.3 A file will be created on relief staff recording experience, qualifications, Prohibited Employment Declaration and completed Working with Children Check.
- 12.4 The Manager will, where possible, provide a modified introduction to the service, which will include a tour of the service, introductions to educators, a copy of the staff handbook, job description for relief educators, code of conduct and copies of relevant policies. The Manager will ensure that they are fully aware of their duties and the services expectations prior to commencement.
- 12.5 Relief educators must adhere to confidentiality.
- 12.6 All relief educators will be paid the appropriate wage and minimum hours as outlined for casual educators under the relevant award.

## **13. Volunteers, Students and Visitors:**

### 13.1 Volunteers

- Volunteers who engage in child-related work must have a current WWCC. (unless exempt)
- We conduct enquiries and undertake informal interviews or written assessments to confirm child-safe values and suitability.



- We undertake reference checks of volunteers consistent with those for employees.
- The Manager will provide a modified induction to the service.
- All volunteers will be required to sign in and out of shifts.
- Volunteers will be advised of relevant policies such as behaviour management, child protection, child safety and wellbeing.
- Volunteers are not to discuss children's development or other issues with families and must adhere to all areas of confidentiality.
- Volunteers will never be left alone with children.
- Volunteers will be supernumerary when calculating basic educator: child ratios, with exception on excursions.

### 13.2 Students

- Placements may be offered to high school students who wish to gain work experience as part of a school or program such as the Duke of Edinburgh. The Manager will assess the student's suitability to work with the service and liaise with the school/program to complete all necessary documentation.
- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation, or community services. The training organisation must initiate the placement, identify the student's suitability and work with the Service in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurance.
- All placements will be negotiated with the service and placement be only accepted on the discretion of the Manager based on suitability, such as Educator's ability to supervise and be available to help the students.
- Students will be provided with guidelines identifying their responsibilities, expectations, and code of conduct while at the service.
- Students should be made aware of relevant policies such as behaviour management, child safety and child protection.
- Students are not to discuss a child's development or other issues with the families.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone with children.

### 13.3 Visitors

- Visitors may be invited to the service to support the children's program, Visitors may include local people, family members with a skill or ability to share with the children or local community resources such as police, fire brigade etc.
- All other visitors must make an appointment to see the Manager at a convenient time.
- Professional access to the service will be at the discretion of the Manager or Committee or when required by law to do so.
- Professionals include, union representatives, State and Federal Government Departmental Officers, Occupational Health, and Safety inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the service. If they refuse, the Manager or Educator directed may call the police for removal. See Emergency and Evacuation policy. No educator is to try to physically remove an unwelcome person, remain calm and keep the person calm as far as possible.

## 14. Educator: Child Ratios -

### 14.1 The educator: child ratios as outlined in the National Regulations will always be met.

- There will be a maximum of 15 children to 1 educator.

- 14.2 There will be a minimum of 2 educators present for every shift.
- 14.3 For an emergency or if an educator becomes sick, a replacement should be obtained where possible before the educator leaves the service.
- 14.4 If a relief educator is unable to be obtained, suitable volunteers may be employed on a casual basis to cover the numbers.
- 14.5 Junior Educators will be counted in ratios; however, they will never be left unattended or alone with children.
- 14.6 Volunteers will only be counted on excursions to make up the higher number of educators required, or when temporarily employed.
- 14.7 Students will not be counted as part of the educator: child ratio, at any time.

## **15. Communication:**

### 14.1 Educators/management

- Educators and management are to treat each other with respect, courtesy and understanding.
- Appropriate language is to be maintained at all times.
- The Assistant Manager is the main line of communication between the educators and management.
- Educators can raise any issues with the Parent Committee (management) through the Service Manager or Assistant Manager. They will ensure that this is drawn to PMC management's attention through the monthly report, or meeting.
- Where necessary, educators will be invited to management meetings to discuss their concerns. Where the matter is seen as urgent, the Service Manager may raise the issue with management prior to the meeting and discuss if there is a need for immediate action to be taken at that time.
- If Educators have an issue they do not wish to address with the Service Manager, they may personally write to management identifying the problem. A copy of this letter must be given to the Manager. The issue should be raised at the next management meeting. The educators involved will be invited to attend the meeting to discuss the issue.
- Where there is a distinct conflict between an educator and management, the educator or management member can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

### 14.2 Educators/families

- Educators will create a comfortable, welcoming and supportive environment for families and strive for open communication and good relations.
- Educators and families will treat each other with respect, courtesy and understanding.
- Appropriate positive language is to be maintained at all times.
- Educators will not be judgmental towards families and will respect their need to use childcare.
- Educators will accept family's individual differences in raising their children and in all cultural issues.
- Educators will maintain regular, open communication with families. Educators should inform families personally about anything relating to their children as an ongoing process. This could be praise about the child's day or activities.
- When family members contact the service to see how a child is settling in, educators will provide them with information regarding the child's participation and wellbeing.
- Communication with families will be maintained in a variety of ways such as:
  - Greeting and farewelling
  - Personal conversations
  - Notice boards
  - Parent handbooks

- Newsletters
- Information from management
- Educators will ensure families are greeted and farewelled in all sessions.
- Educators will be aware of their limitations in relation to family problems and ensure they are referred to the appropriate people when required.
- Families and educators are requested to maintain confidentiality at all times. Conversations with families will never jeopardise supervision levels.

#### 14.3 Educator/Educator:

- Educators are to treat each other with respect, courtesy, and empathy.
- Appropriate language is to be used between Educators at all times.
- Educators are expected to work together as a team and be supportive of each other in the workplace.
- Staff meetings are appropriate times to raise matters of interest or concern to other educators. The Manager will arrange for Educator's contributions to be placed on the meeting Agenda.
- Educators are expected to read minutes of meetings and to take notice of changes to service policy and procedures.
- Educators are to read the daily communication book prior to the commencement of each shift.
- Educators will familiarise themselves with the content of all notices displayed around the service.
- An educator with concerns about the work practices or standards of another educator will firstly approach that person to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed.
- Educators should not unnecessarily involve families or other educators in their matters of grievance or complaint.

#### 16. Staffing Arrangements:

- 16.1 The service's Nominated Supervisor will be responsible for the service at all times regardless of their attendance at the service.
- 16.2 In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to be in charge of the daily operation of the service. See the services Determining the Responsible Person policy for further information.
- 16.3 This person will not adopt the Nominated Supervisor's responsibilities during this time. The service will always display the details of the Nominated Supervisor and Responsible Person whilst the service is operating.
- 16.4 The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the service's programming practices.
- 16.5 At all times, the service is operating, there will be at least one educator/staff member who holds a current approved first aid, anaphylaxis, and asthma management qualification.
- 16.6 Educators will record their name and the hours they have worked directly with children each time they are working in the service. This record will also include the name of the Responsible Person, the Educational Leader, and the names of any students and visitors.

#### 17. Child-safe employment practices

- 17.1 Our staffing policy and procedures outline how we implement ongoing child-safe employment practices and continually monitor the suitability of all staff and volunteers to work with children.

We ensure all relevant staff complete mandatory child safety training and undertake refresher training in line with legislative requirements, regulatory guidance and sector best practice.

We conduct regular checks and make reasonable enquiries to confirm that all workers and volunteers continue to meet child safety and suitability requirements. This includes:

- maintaining accurate and up-to-date staff records, including documenting and responding to any notices, allegations, investigations or changes that may affect a person's suitability to work with children
- regularly verifying Working With Children Check (WWCC) details and checking the prohibited persons register through NQA ITS
- monitoring WWCC expiry dates and reminding staff that renewal applications can be made up to 3 months prior to expiry
- immediately removing any person from child-related work if their WWCC status is barred, interim barred, expired, cannot be verified or if they otherwise cease to hold a valid WWCC clearance or application number.

17.2. We have secure and confidential processes for managing and recording all checks, enquiries, training records and notifications related to staff suitability. These processes support transparency, accountability and compliance with child safety requirements.

17.3 We ensure that all staff complete mandated child safety and child protection training, as required by legislation and regulatory authorities. Completion of required training is a condition of undertaking and continuing in child-related work.

17.4 We provide ongoing professional learning and refresher training to maintain and strengthen staff capability in recognising and responding to harm, neglect and grooming behaviours. This includes reinforcing knowledge of mandatory reporting obligations, professional boundaries, safe supervision practices and appropriate interactions with children.

17.5 Training is delivered at regular intervals and updated to reflect changes to legislation, regulatory guidance and emerging child safety risks.

17.6 We maintain accurate records of completed training and actively monitor compliance to ensure all workers remain current with required qualifications and child safety learning.

## 18. **Record keeping**

18.1 We maintain clear, accurate and up-to-date records that demonstrate compliance with child-safe recruitment and ongoing child-safe employment obligations.

18.2 Prior to commencing child-related work, we enter the details of new employees, volunteers, students, temporary and agency staff into the National Early Childhood Worker Register, as required. The register is kept current and reflects any changes to a worker's status or details.

18.3 Records related to recruitment, clearance verification, reasonable enquiries, induction and training are maintained confidentially and securely, consistent with the requirements of the WWCC Act 2025 and the Privacy and Personal Information Protection Act 1998 (NSW).

18.4 Our record keeping practices include maintaining:

- staff records that document each worker's Working With Children Check (WWCC) details, verification dates and any updates or changes to their status.
- evidence of reasonable enquiries undertaken before and during employment, including confirmation that a person is not subject to a prohibition notice and records of referee checks conducted.
- documentation of actions taken where concerns, allegations or notifications arise regarding a staff member's suitability to work with children. These actions are recorded in the service's register for child protection concerns in line with regulatory requirements.
- accurate National Early Childhood Worker Register records that are updated when a worker commences, changes roles, takes leave, ceases engagement or updates their personal or professional details (including WWCC status, teacher registration, qualifications, training, contact details or name).

- records of regular reviews of staffing and recruitment policies and procedures to ensure they remain current, reflect legislative requirements, respond to service needs and feedback and promote best practice in child-safe employment.
- documentation of policy and procedure updates, including the rationale for changes to support accountability and transparency.

18.5 All records are stored securely, with access restricted to authorised personnel to maintain confidentiality while ensuring regulatory compliance and audit readiness.

### **19. WOOSHC Staff/ Family connection child attendance**

- 19.1 Children or family members of staff who are school age, are welcome to attend the service and will be subject to the full cost of fees, excursions etc.
- 19.2 If the child/ family member of a staff member is attending the service while they are working, the child must be placed where possible in the care of another staff member.
- 19.3 The Educator must ensure that all children are treated on an equal basis, and any conflict or incident involving the child, where possible, will be handled by, or with, another staff member to avoid any conflict of interest. The Educator will trust the team to handle the conflict or incident and will not leave children, a group or activity to tend to the child where another staff member is available to handle the situation with the child.
- 19.4 You must discuss with Management all secondary work that involves children who attend the service (e.g., babysitting) and any out of work contact with children and their families met through the workplace. You must always remain professional when working with children you have an outside relationship with.

### **Sources, further reading and useful websites**

- Australian Children’s Education & Care Quality Authority. (2014).
- My Time, Our Place: Framework for School Age Care in Australia (2011).
- Workplace Health and Safety Legislation.
- Children’s Services Award 2010.
- Child Safe Code of Conduct
- Child Protection and Mandatory Reporting Policy
- Child Safe Incident Reporting and Response Procedures
- NSW Office of the Children’s Guardian: Child Safe Standards
- NSW Office of the Children’s Guardian: WWCC Act 2025 Guidance and Resources
- NSW Early Learning Commission: Child safe recruitment and employment practices webpage
- Children (Education and Care Services) National Law (NSW) No 104a of 2010
- Education and Care Services National Regulations (NSW) (2025 SI 601a)

### **Policy review information -**

The Service encourages staff and parents to be actively involved in the annual review of each of its Policies and Procedures. In addition, the Service will accommodate any new legislative changes as they occur, and any issues identified as part the Service’s commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and maintain the highest standards of child safety and practice.

Review Date	Date completed	By Whom	Collaborated	Comment
Sep 2023	2 Oct 2023	Brandi (Manager)	Staff Committee Parents	Updated in April 26 to include new legislation around Child protection and child safety including staff recruitment and reporting.
Sep 2024	30 Sep 2024	Brandi (Manager)		
Sep 2025	Sep 2025	Brandi (Manager)		
Sep 2026	20 <sup>th</sup> April 26	Brandi (Manager)		