

Providing a Child Safe Environment Policy: (Includes Child Safe Environment Procedures)



POLICY STATEMENT:

The United Nations Convention on the Rights of the Child (UNCRC) outline that children and young people have a right to be safe and cared for, no matter where they are or who they are with. Children have the right to be protected from violence, abuse or neglect. When working with children and young people, it is important to understand children's rights and needs.

Grays Point Activity Centre (GPAC) are advocates for children and have a strong commitment to child safety and establishing and maintaining a child safe environment. Children's safety and wellbeing are paramount at our Service. Our Centre embeds the National Principles for Child Safe Organisations and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging

GPAC provides an environment that ensures the safety, health and wellbeing of children at all times. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations, Law and Child Safe Standards. Educators and management are aware of their legal responsibility as Mandatory Reporters to take action to protect and support children they suspect may be at significant risk of harm. Educators will ensure that children are adequately supervised at all times and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma.

PURPOSE

GPAC has a legal and ethical responsibility to provide a safe and friendly environment where all children are respected, valued and encouraged to reach their full potential. Children's safety and wellbeing is paramount, and we aim to take all practical steps to protect children from harm, ensuring a healthy and safe environment. Our OSHC Service provides children and staff with an environment free from the use of tobacco, alcohol and illicit drugs.

PROCEDURES

Under the Education and Care Services National Regulations the approved provider must ensure that Policies and procedures are in place for providing a child safe environment and take reasonable steps to ensure those Policies and procedures are followed. (Regulation 168, Regulation 170). The National Law requires management to ensure all children being educated and cared for are adequately supervised and every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury. Our focus is to build a child safe environment which is reflected in our Service Policies and procedures and understood and practiced by all children and young people, Educators, volunteers and staff.

'Child safety is everyone's responsibility.' (A guide to the Child Safe Standards. p.26. 2020)

KEY TERMS- DEFINITIONS

Code of Conduct	Together with a Code of Ethics, the Code of Conduct helps guide interactions between management, Educators and staff, as well as informing the Service decision-making processes relating to professional standards
Disclosure	The process where a child or young person conveys or attempts to convey that they are being or have been abused.
Information sharing	Refers to sharing or exchanging information, including personal information about or related to, abuse in organisational contexts. The terms refer to sharing information between (or within) organisations, as well as sharing information with professionals who provide key services for children.
Mandatory Reporter	A person who is required to report known and suspected cases of child abuse and neglect to a nominated Government department or agency.
Mandatory reporting	The Legislative requirement for selected classes of people to report suspected cases of child abuse and neglect.
National Principles for Child Safe Organisations	Reflect ten child safe standards recommended by the Royal Commission into Institutional Responses to Child Sexual Abuse and are the vehicle for giving recommendations relating to the standards.
Reportable conduct	Certain organisations or entities have legal obligations under Reportable Conduct Schemes to notify and investigate certain allegations of abuse involving a child, when the allegation is against someone they employ, engage or contract in circumstances outlined in the legislation.
Rights of the Child	Human rights belonging to all children, as specified in the United Nations Convention of the Rights of the Child.
Wellbeing	Sound wellbeing results from the satisfaction of basic needs. It includes happiness and satisfaction, effective social functioning and the dispositions of optimism, openness, curiosity, and resilience.
Working with Children / working with vulnerable people check (WWCC/WWVP)	A notice, certificate or other document granted to, or with respect to a person under a working with children Law. The person has been assessed as suitable to work with children; there has been no information that if the person worked with children the person would pose a risk to the children; or the person is not prohibited from attempting to obtain, undertake or remain in child-related employment.

Definitions sourced from

ACECQA. (2023). Policy and procedure guidelines. *Providing a Child Safe Environment*.

NSW Department of Education (2021). [Guide to the Child Safe Standards for early childhood education and care and outside schools hours care services](#)

COMMITMENT TO THE SAFETY OF CHILDREN AND YOUNG PEOPLE (National Principles 1-10)

Our OSHC Service is committed to being a child safe organisation and embeds the National Principles for Child Safe Organisations, placing the protection of children as a priority of our responsibilities and obligations. The Child Safe Standards recommended by the Royal Commission provide guidance for our Service to ensure our Policies and procedures, strategies and attitudes, ensure children's safety is paramount and that we continue to improve our child safe culture and practices.

Our OSHC Service has a zero tolerance to child abuse, and we are committed to the safety, participation and empowerment of all children and young people. We ensure all staff and Educators have undertaken current child protection training and understand their obligations as Mandatory Reporters. We promote diversity and tolerance and aim to form equitable and positive relationships with children. We ensure children and young people participate in decisions affecting them and listen and respect their suggestions and ideas. We respond to any concerns, disclosures, allegations or suspicions of harm by reporting to the relevant authorities.

We are committed to diversity and welcome all children and young people regardless of their abilities, sex, gender or social economic or cultural background.

Our Service will not tolerate bullying or harassment and our *Workplace Anti-Bullying Anti-Harrassment Policy* outlines the preventative strategies and supervision implemented by our Service to deal with bullying and help protect children. Our priority is to ensure the safety and wellbeing of children and young people and encourage positive relationships.

COMMUNICATION (National Principles 2 and 3)

We aim to build and maintain positive and respectful relationships with children, families, staff and Educators of our OSHC Service and prioritise a child safe environment. We communicate regularly and clearly with all stakeholders and ensure our Policies and procedures are available to staff, Educators, employees, students, volunteers, families and children and young people. (Reg. 170). Our Policy Folder is

GPAC Policy and Procedures – Providing a Child Safe Environment Policy (Health and Safety Tab)

available at the Service located on display near the staff room entrance. We welcome and encourage all stakeholders to share feedback and evaluation of our Policies and procedures through surveys, feedback or discussions with management.

PARTICIPATION OF FAMILIES, CHILDREN AND YOUNG PEOPLE (National Principle 2)

Our OSHC Service ensures families are always welcome and feel comfortable asking questions on how we prioritise child safety. We provide a range of opportunities for consultation and collaboration about decisions about their child's safety whilst at our Service including:

- Policy and procedure review
- child protection
- allegations/grievance procedures
- sun safety
- written authorisations- parenting orders
- Code of Conduct
- inclusivity and supporting children and young people with diverse needs.

We promote a respectful, child safe culture where children and young people's concerns are always responded to, and children feel empowered to participate in decisions and provide feedback to Educators and staff. Our OSHC Service provides opportunities for conversations with children and young people about their rights and encourages children and young people speak up if they are feeling unsafe or worried. We provide multiple channels for children and young people to lodge complaints, tailoring these options to their communication preferences based on their feedback. We work individually with children and young people about the type of support they may require participating in the complaints procedure.

CODE OF CONDUCT (National Principles 4 and 6)

Management, Educators, staff, volunteers and students will adhere to our Service's *Code of Conduct Policy*. Our *Code of Conduct Policy* clearly outlines expectations regarding behaviour and describes the principles, values, and ethical guidelines that guide our staff and stakeholders in their interactions and activities. All Educators and staff members are made fully aware that following breaches of the Code of Conduct and role responsibilities may result in disciplinary action which may lead to termination of employment. Individuals can report any concerns they may have about inappropriate actions of any Educator, staff, student or volunteer that involves children or young people to management, ensuring a prompt and thorough response to maintain a safe and secure environment for all.

We will:

- promote a culture of child safety and wellbeing in all aspects of our Service's operations
- adhere to our *Child Safe Environment Policy*, *Child Protection Policy* at all times
- ensure all staff have undertaken current child protection legislation training
- provide adequate and effective supervision of children at all times
- ensure the safe use of online environments
- take reasonable action to protect children and young people for risk of harm
- ensure the Service premise is free from the use of tobacco, illicit drugs and alcohol
- be responsible for their own, and others health and safety
- adhere to our Confidentiality Policy
- be a positive role model to children and young people
- respect children and young people's privacy and dignity at all times
- listen and respond appropriately to the views and concerns of children and young people
- report any allegations of child abuse to the Approved Provider or to relevant Authorities
- notify the Approved Provider and/or the Regulatory Authority within 24 hours of any serious incident or complaint as per the National Regulations
- encourage children and young people to 'have a say' on issues that are important to them.

Staff, Educators, students and volunteers must:

- not discriminate against any child, because of age, gender, cultural background, race, ethnicity or disability
- not put children or a young person at risk of abuse- refusing food/play, making threats, exposing children to inappropriate language or material (movies, internet, photos)
- not develop any 'special' relationships with children or young people that could be seen as favouritism such as the offering of gifts or special treatment
- not be under the influence of drugs or alcohol while working; bring alcohol or drugs onto the premises
- not smoke or vape in or on surrounding areas of the Service.

RECRUITMENT (National Principle 5)

Our OSHC Service maintains a rigorous and consistent recruitment, screening and selection process to ensure the best staff members and Educators are employed based on skills, qualifications, experience and suitability for the position available. All staff and Educators participate in robust interviews and have

reference checks completed to ensure the applicant's suitability to the role, previous experiences and their commitment to child safe values and practices.

All prospective applicants must declare that they do not hold any prohibition notices preventing them from working with children (Reg 188). The Approved Provider will verify prohibition notices using the [NQA ITS](#) 'register search' tool. Candidates applying for roles such as Nominated Supervisor or Responsible Person must also complete a Compliance History notice. Existing employees are encouraged to disclose any enforcement actions taken against them.

All staff and Educators are provided with a comprehensive induction process which outlines our Code of Conduct, identifying and responding to child abuse, grievance processes, and work health and safety. New employees (including the Nominated Supervisor and staff members), students and volunteers are to familiarise themselves with the Child Protection Policy to understand the Child Protection Law and their obligations and mandatory reporting duties to ensure the safety and well-being of children at the Service.

WORKING WITH CHILDREN CHECK- POLICE CHECKS (National Principle 5)

Working in conjunction with the Child Protection Act and National Regulations, the safety, welfare and wellbeing of children is paramount within our OSHC Service and community. A Working with Children Check (WWCC) is a requirement for people who work in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct. The result of a Working with Children Check is either a clearance to work with children and is valid for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked.

Management is responsible for the periodic review and maintenance of up to date records of employees' Working with Children Check, including the Working with Children Check number and the date on which each clearance expires. Once an employee provides their WWCC clearance, management will verify the clearance to ensure that it is valid and current. The WWCC will be placed in the individual's file and continue to be updated as required. Management will verify all student and volunteer WWCCs prior to placement. Any visitor who has direct contact with children will be required to provide a WWCC for verification prior to coming into contact with children (*best practice*).

The Approved Provider will keep a record for each day a student or volunteer participates in the service including date and hours of participation.



CHILD PROTECTION- REPORTABLE CONDUCT SCHEME (National Principle 6)

Children and young people always have a right to be safe and protected. To comply with Legislation and ensure a child safe environment, all Educators, staff, volunteers and students are advised of current Child Protection Law and understand any obligations under the law. Supervision is effective to ensure they understand that *child safety is everyone's responsibility*.

All management (with direct contact of children or young person), Educators and staff are Mandatory Reporters and have a legal obligation to make reports if they suspect on reasonable grounds, a child is at risk of significant harm. Neglecting these obligations could potentially be deemed a criminal offence. All staff are provided with up-to-date training about Child Protection Law and their obligations under this Law and to ensure they are confident in following the reporting guidelines within NSW and adhere to our *Child Protection Policy*. (Reg 84). Management will ensure training and development are provided for all Educators, staff, and volunteers in child protection on an annual basis.

Through continual education and training, educators and staff are equipped with the knowledge, skills and awareness to keep children safe. Training gives Educators and staff confidence to identify, respond and report child abuse.

Responsible Persons in day-to-day charge must complete a course in child protection approved by the Regulatory Authority. All staff must refresh their knowledge about mandatory reporting each year.

To protect children and young people and ensure their safety, welfare and wellbeing, management is legally required to report allegations or convictions of harm or risk of harm to a child or young person and child related misconduct by any staff member, Educator, volunteer or contractor to the relevant organisation or Department for Child Protection.

Our Service is committed to providing support to children, young people, families, Educators or staff who have made a report regarding child protection, with a focus on upholding strict confidentiality throughout the process. Our primary concern is the well-being and safety of the child or young person, and we will work closely with relevant Authorities, professionals, and support networks to ensure that the child or young person's best interests are met throughout the process. Our dedicated support system will assist Educators and staff in navigating this challenging process while safeguarding their privacy and professional well-being.

Child protection- Allegations Against Employees (National Principle 6)

To protect children and ensure their safety, welfare and wellbeing, management is responsive to report allegations or convictions of child abuse and child related misconduct by any staff member or volunteer or contractor to the Office of the Children’s Guardian (OCG) (NSW) as part of the *Reportable Conduct Scheme*.

Our OSHC Service will ensure an appropriate level of confidentiality of information relating to the reportable allegations as per the Children’s Guardian Act 2019. We take our Legislative responsibilities as part of the Reportable Conduct Scheme seriously and will respond to any reportable allegation or conviction against employees or volunteers that may arise.

REPORTING AND RESPONDING TO GENERAL COMPLAINTS (National Principle 6)

Feedback from children, families, Educators, staff and the wider community is fundamental in creating an evolving Childcare Service working towards the highest standard of care and education. We ensure Educators, staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA 2023)

We aim to investigate all complaints and grievances with a high standard of equity and fairness. Our Service believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly
- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence.

PHYSICAL ENVIRONMENT- SUPERVISION AND SAFETY CHECKLISTS (National Principles 5 and 6)

Children’s safety is embedded in our day-to-day practices. We ensure effective and adequate supervision is provided to children and young people at all times, whilst Ensuring educator to child ratios are met at all times. at all times. Educators will employ ‘active supervision’ strategies within the Service environment and when participating in excursions or transporting children and young people.

Consideration will be made for the different ages and abilities of children and the activities that may require different levels of supervision.

To ensure compliance with Regulations, we will only include Educators in the Educator to child ratio who are working directly with the children and ensure a current roster and a sign on/sign off record are available to verify this. Staff rosters and routines ensure adequate supervision of children is always provided.

Through conducting Risk Assessments, we assess and manage risks in the physical environment collaborating with children to develop behaviour guidelines for play including adventurous play to ensure their safety. Educators have a sound understanding of their Duty of Care and responsibilities in ensuring a child safe environment.

Educators conduct regular safety checks to maintain basic standards of safety within our OSHC Service venues. We believe that child safety is a shared responsibility at all levels within our OSHC Service. Children and young people are encouraged to speak up about their safety and the safety of their friends by telling an educator if they feel unsafe in a particular situation or environment.

Educators will complete Hazard checks daily assist and record inspections of the physical environment where foreseeable risks may be evident and cause harm or injury to a child.

Any findings that require attention will be either dealt with immediately or submitted into the maintenance book depending on priority. The Approved Provider/ Nominated Supervisors and Principals of Primary Schools if a School issue, must be notified of any areas that need immediate attention within the Service venue.

RISK ASSESSMENT & RISK ASSESSMENT TOOL (National Principle 8)

It is a Legislative requirement that management, staff and Educators implement a risk management system where they identify and manage hazards and risks within the workplace to ensure a child safe environment. Strategies are in place to make sure child safety (through the National Principles for Child Safe Organisations) and Education and Care National Regulations are embedded across our Service. The key principles of risk management include:

1. Identifying all hazards or potential hazards in the Service
2. Assess the risk of harm or potential harm for each hazard

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3. Control or manage the risk – Risk Rating Matrix
4. Monitor and improve safety – Risk Assessment Action Plan
5. Evaluate and Review
- 6.

It is the responsibility of Responsible Persons in day-to-day charge to complete a Risk assessment where children's safety may be jeopardised and when organising an excursion/incursion.

Children's safety must be incorporated into everyday practice within the OSHC Service.

Common hazards which may require a Risk Assessment include:

- cross-infection and infectious disease
- administration of medication
- anaphylaxis procedures and management
- building and equipment (including storage)
- inadequate space for conducting activities and experiences
- hazardous chemicals
- electrical appliances
- food preparation and storage
- environmental influences such as shade, noise etc
- sun safety
- children's behaviours
- water safety
- fire equipment
- pets and/or animals
- inadequate supervision of children
- children's activities and experiences
- Work Health and Safety such as manual handling
- non-compliance risk
- hot drinks
- transportation of children (regular outing and regular transportation)
- excursions
- potential emergencies
- natural disasters
- safe arrival of children
- organisation culture (child-safe culture)

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- physical contact
- training
- online activities
- electrical devices (photographs/videos)
- privacy and confidentiality

To maintain a child safe environment, all staff and Educators will adhere to our OSHC Service Policies and procedures and conduct the following non exclusive checks and audits 0 First Aid, kindergarten lists, head counts, Risk Assessment, bus lists, evacuation checks.

EMERGENCY AND EVACUATION PROCEDURES (National Principle 8)

Management will ensure that copies of the emergency and evacuation floor plan is displayed in prominent positions near each exit of the Service premises, including indoor and outdoor learning areas.

All staff and Educators are familiar with emergency evacuation procedures and Regulatory requirements. Rehearsals for emergency and evacuation procedures, including lock downs, are conducted at least once every 3 months. Records will be kept for all rehearsals.

ARRIVAL AND DEPARTURE AUTHORISATION (National Principle 1 and 8)

Our OSHC Service prioritises children’s safety at all times. Staff and Educators will only release children to an authorised person as named on the child’s enrolment form or accepted in writing from the account holder. Management will request families provide current court orders, and parenting plans to ensure our records are up to date.

National Regulations require our OSHC Service to keep a record of children and visitor’s arrival and departures, with the signatures of the person responsible for verifying the accuracy of the record and the identity of the person collecting the child or young person.

Educators will work in collaboration with our *Delivery and Collection of Children Policy* and *Volunteer, Students and Visitors Policy* to ensure children and young people feel safe and secure at all times.

To ensure children's safety, Educators have a clear understanding of their legal obligation to check identification when a person is collecting a child from their residence or venue.

ONLINE SAFETY (National Principle 8)

Our OSHC Service is committed to create and maintain a safe online environment with support and collaboration with children, young people, Educators, staff, families and community. Management ensures anti-virus and internet security systems are installed to block access to unsuitable web sites, newsgroups and chat rooms.

Our OSHC Service ensures backups of important and confidential data is made regularly and either stored securely offline, or online. Software and devices are updated regularly to avoid any breach of confidential information.

Written authorisation is requested as part of the enrolment process for children to use computers/tablets; have their photo taken and published as part of promotional marketing or on the app program used by the service. The identity of a child is not published on any platform.

Personal mobile phones or any personal electronic device are not used to take photos or video of children at the OSHC Service. Only Service issued electronic devices are used and strict controls are in place to ensure the appropriate storage and retention of images and video of children as per the National Model Code and Guidelines.

Only educational software programs and apps that have appropriate content and have been examined prior to allowing their use are used in the Service. Children are always supervised using any technology.

STORAGE OF HAZARDOUS SUBSTANCES (National Principle 8)

We reduce the risk of harm to children and Educators by using eco-friendly products. Our OSHC Service will endeavour to provide a safe environment where necessary chemical and hazardous equipment are safely stored away from children and handled appropriately.

OSHC management, staff and Educators will keep a register of hazardous chemicals, chemical display signs and usage, used within the Service, including Safety Data Sheets (SDS).

EQUIPMENT, FURNITURE & MAINTENANCE RECORD (National Principle 8)

There are several factors that can contribute to a hazard, such as a deprived program, insufficient supervision and dilapidated equipment. To ensure a child safe environment free from hazards, our OSHC Service has implemented practices and continue to monitor Service Policies and procedures that uphold Australian Safety Standards.

The venue of our OSHC Service, and all equipment and furniture used within the Service are audited to ensure all aspects are safe, clean and in good repair. We understand that hazards are specific to developmental stages of children. Educators are aware that toys and equipment need to be checked to ensure they are safe and developmentally appropriate for School aged children from Kindergarten to Year 6. Regular checks occur within the OSHC Service to ensure that all toys, furniture and equipment are in good condition and working order.

CONTINUOUS REVIEW (National Principle 9)

To ensure we maintain a culture of continuous improvement, we will ensure our child safe practices are regularly reviewed, evaluated and improved. We aim to ensure all Educators, staff, students and volunteers understand and effectively implement our Policies and procedures to provide a child safe environment at our OSHC Service.

We will regularly review and monitor the effectiveness of our Child Safe policies and procedures and invite children, staff members, families and communities to contribute to their development.

Any updates or revisions will be communicated to all stakeholders. Our *Child Safe Environment Policy* will be reviewed on an annual basis.

CHILD SAFE STANDARDS LEGISLATION/RESOURCES

NSW

The Children's Guardian Amendment (Child Safe Scheme) Bill 2021 came into effect on 1 February 2022 requiring organisations who work with or provide services to children to implement the NSW Child Safe Standards. Compliance and enforcement measures under the Children's Guardian Act commenced from 1 February 2023.

[Children's Guardian Act 2019](#)

[Children's Guardian Amendment \(Child Safe Scheme\) Bill 2021](#)

Office of the Children's Guardian [Child Safe Self-Assessment](#)

[Office of the Children's Guardian. Child Safe Standards](#)

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CHILD SAFE ENVIRONMENT PROCEDURE

The United Nations Convention on the Rights of the Child (UNCR) outline that children and young people have a right to be safe and cared for, no matter where they are or who they are with. When working with children and young people, it is important to understand children’s rights and needs. We are advocates for children and aim to maintain a strong commitment to child safety and establishing and maintaining a child safe environment. Our Out of School Hours Care (OSHC) Service embeds the National Principles for Child Safe Organisations and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children’s sense of security and belonging.

Working in conjunction with this *Policy*, this procedure provides guidance for Management and Educators to foster and promote a child safe culture and ensure the child safe Policies and procedures are understood and practiced by all Educators and staff.

Education and Care Services National Law or Regulations (R.86, 84, 102-106, 109, 115, 122, 123, 136, 155, 162, 165-168(h) and 170) NQS QA 2, and 5: Element 2.2.1, 2.2.2, 2.2.3 and 5.1.1. Health and Safety and Relationships.

Related Policy: Child Safe Environment Policy

CHILD SAFE ENVIRONMENT PROCEDURES

STEP 1: NATIONAL PRINCIPLES FOR CHILD SAFE ORGANISATIONS CHILD SAFE STANDARDS		
1	The Approved Provider, Nominated Supervisor and Educators will review the OSHC Service’s <i>Providing a Child Safe Environment Policy</i> every 12 months	
2	Families and children will be invited to review the <i>Child Safe Environment Policy</i>	
3	New Educators, students and volunteers will be introduced to the <i>Child Safe Environment Policy and Procedure</i> during induction and orientation	
4	Educators and staff will refer to the <i>Child Safety and Wellbeing Policy</i> for further information on implementation of the Child Safe Standards [Vic Services only]	
5	A Statement of Commitment to providing a Child Safe Environment will be developed in consultation with families, children and Educators	

STEP 2: COMPLAINTS/ GRIEVANCES		
1	The Approved Provider/ Nominated Supervisor and Educators will review the Service’s <i>Complaints/Grievance Policy</i> every 12 months	
2	Families, children and Educators are informed of the <i>Complaints/ Grievance Procedure</i> for steps on how to raise any concerns, including concerns around child safety	
3	The Approved Provider/Nominated Supervisor will ensure Educators, staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child	
4	The Approved Provider/ Nominated Supervisor will discuss any complaints/issues raised with the complainant within 24 hours of receiving the verbal or written complaint and will investigate and document the complaint or grievance fairly and impartially	

5	The Approved Provider/ Nominated Supervisor will notify the Regulatory Authority within 24 hours of any serious incident or complaint as per the Education and Care National Regulations	
6	The compliant handling process is child focused, children are empowered and supported to provide feedback and speak up about concerns	

STEP 3: STAFFING PROVISIONS		
1	The <i>Approved Provider, Nominated Supervisor and Educators will review the OSHC Service's Induction and Orientation, Professional Development and Staff Performance Review Policy</i>	
2	New Educators, students and volunteers will be introduced to the Staff Handbook during induction and orientation	
3	The <i>Code of Conduct Policy</i> will be reviewed every 12 months in consultation with families, children and Educators	
4	New Educators, students and volunteers will be required to sign acknowledgment that they read and understand the <i>Service Code of Conduct Staff Acknowledgement</i>	
5	The Approved Provider/ Nominated Supervisor will ensure a Responsible Person is physically present at the OSHC Service at all times that children are being educated and cared for	
6	The Approved Provider will ensure that volunteers and students meet any requirements for WWCC	
7	At no time will volunteers and/or students be left alone with a child or group of children or be included in the educator to child ratio.	
8	Each Educator will participate in a Performance Review every 12 months which include an opportunity to reflect on the Educator's understanding of an adherence to the Code of Conduct and Child Safe Policies and procedures	
9	A <i>Professional Development Plan</i> will be developed for each educator and reviewed every 12 months	

STEP 4: RECRUITMENT		
1	The Approved Provider, Nominated Supervisor and Educators will review the OSHC Service's <i>Recruitment Policy</i> every 18 months	
2	The Approved Provider/ Nominated Supervisor will ensure the National Principles for Child Safe Organisations Child Safe Standards underpin all areas of the recruitment process	
3	All preferred candidates will undergo appropriate pre-employment checks including reference checks, Working with Children Checks (WWCC) and where applicable National Police criminal history checks before an offer of employment is recommended	
4	Employees, volunteers or students that are unable to provide a copy of a validated WWCC (or equivalent) prior to the start of engagement or employment will not be able to undertake any work-related activity within the Service.	
5	WWCC records and verifications will be held for all employees, staff, students and volunteers	
6	Reference checks are conducted for each potential employee	
7	Management will ensure any notifications or concerns regarding a person's WWCC (or equivalent) are recorded and steps taken immediately to ensure the person is not working directly with children in accordance with directions from the Office of the Children's Guardian (NSW)	
8	Each new permanent employee shall be subject to a Probationary Period of three/ six months.	
9	Induction and orientation for new staff will include relevant information on child safe practices adhering to the National Principles for Child Safe Organisations, Code of Conduct,	

	strategies that identify, assess and minimise risks to children and Mandatory Reporting procedures.	
10	<i>A New Employee Induction Checklist</i> will be completed for all new employees	

STEP 5: CHILD PROTECTION		
1	The Approved Provider, Nominated Supervisor and Educators will review the OSHC Service's <i>Child Protection Policy and Procedure</i> every 12 months	
2	New Educators, students and volunteers will be introduced to the <i>Child Protection Policy and Procedure</i> including mandatory reporting requirements during induction and orientation. Students and volunteers will be advised of the existence and application of current Child Protection Law and any obligations they may have under that law.	
3	Educators will complete online training (if applicable) to understand the child protection reporting process and use of the online reporting guide per state requirements	
4	The Approved Provider/ Nominated Supervisor will ensure the Nominated Supervisor and Responsible Persons have completed mandatory Child Protection Training	
5	The Approved Provider will ensure the Nominated Supervisor, Educators, staff, volunteers and students who work with children maintain up-to-date information and training related to current child protection law and reporting obligations annually (best practice)	
6	Educators will introduce protection behaviours to children through educational programs. A Risk Assessment will be conducted prior to educational programs regarding protection behaviours implemented	
7	Information regarding Mandatory Reporting obligations is shared with families	
8	All Educators will be advised of their obligations regarding the Reportable Conduct Scheme	
9	The Approved Provider/ Nominated Supervisor will ensure all records identified as relevant to child safety and wellbeing (including child sexual abuse that has or is alleged to have occurred), are: <ul style="list-style-type: none"> • kept for at least 45 years • clear, objective and thorough • maintained in an indexed, logical and secure manner • retained and disposed of in a consistent manner. [Note: this is a recommendation in response to the Royal Commission into Institutional Responses to Child Sexual Abuse]	

STEP 6: PHYSICAL AND ONLINE ENVIRONMENT		
1	The Approved Provider, Nominated Supervisor and Educators will review the Digital Device Policy every 18 months	
2	New Educators, students and volunteers will be introduced to the Digital Device Policy during induction and orientation	
3	Educators are required to adhere to the OSHC Service's <i>Supervision of Children Policy</i> and floor plan to maintain effective supervision	
4	Adequate supervision will be provided when children are being transported. Consideration will be made depending on risk assessments, number, age and ability of children, visibility of children, each child's current activity	
5	Our OSHC Service will ensure the minimum child ratio requirements are met at all times	
6	A daily inspection of the physical premises will be undertaken before children begin to arrive. The Kitchen and Cleaning <i>Checklists and Hazard Checks</i> will be used as the procedure to conduct these safety checks. A record of these will be kept by the Service.	
7	Risk Assessments are completed and reviewed every 12 months to ensure risks are minimised and care taken to protect children from harm and hazards	

8	A record and SDS Sheets are kept for all chemicals	
9	The <i>Emergency and Evacuation Policy</i> and Procedures are followed to ensure children are protected from harm during an emergency	
10	Educators are to follow the <i>Delivery and Collection of Children Policy</i> to ensure children are only released to an authorised person as named on the child's enrolment form	
12	Online safety for children is supported by the <i>Digital Device Policy</i>	

NATIONAL QUALITY STANDARD (NQS)

Education and Care Services National Law and Regulations	National Quality Standard (NQS)	Other Service Policies/documentation	Other
S162 (A), 165, 166, 167, 169, 170, 171, 174 R77, 82, 83, 84, 85, 86, 87, 89, 97, 98, 99, 100, 102 (AA-F), 103, 104, 105, 106, 107, 108, 109, 110, 114, 115, 122, 123, 136, 145, 149, 155, 162, 165, 166, 167, 168h, 170, 175, 176.	2.1, 2.2, 2.2.1, 2.2.2, 2.2.3, 3.1, 3.1.1, 3.1.2, 4.1.1, 5.1, 5.1.1, 7.1.2	<ul style="list-style-type: none"> - GPAC's Statement of Commitment to Child Safety - Health and Safety Policies and procedures - Behaviour Guidance Policy - Confidentiality Policy - Staffing Policies and procedures - Delivery and Collection of Children Policy - Child Protection Policy - Code of Conduct Policy - Digital Device and Social Media Use Policy - Emergency and Evacuation Policy - Excursion Policy - Injury, Incident, Trauma and Illness Policy - Interactions with Children, Families and Staff Policy - Medical Conditions and Medication Administration Policy - Management of Complaints Grievance Handling Policy - Nutrition and Food Safety Policy - Physical Environment Policy - Recruitment Policy - Safe Arrival of Children Policy 	<ul style="list-style-type: none"> - NSW Children and Young Person's (Care and Protection) Act - NSW Department of Community Services Mandatory Reporting Guidelines - Legislation Amendment (Wood Inquiry) <p>ACECQA. (2023). Policy and procedure guidelines. Providing a Child Safe Environment.</p> <p>ACECQA. (2023). Embedding the National Child Safe Principles.</p> <p>Australian Children's Education & Care Quality Authority. (2024). Guide to the National Quality Framework</p> <p>Australian Children's Education & Care Quality Authority. (2024). National Model Code for Early Childhood Education and Care.</p> <p>Australian Government Department of Education. My Time, Our Place- Framework for School Age Care in Australia.V2.0, 2022</p> <p>Australian Human Rights Commission (2020). <i>Child Safe Organisations</i>. https://childdsafe.humanrights.gov.au/</p> <p>Child Protection (Working with Children) Act 2012</p> <p>Children's Health and Safety – An analysis of Quality Area 2 of the National Quality Standard</p>

		<ul style="list-style-type: none"> - Safe Storage of Hazardous Chemicals Policy - Safe Transportation of Children Policy - Staffing Arrangements Policy - Student and Volunteer Policy - Sun Safe Policy - Supervision Policy - Water Safety Policy - Work, Health and Safety Policy 	<p>Department of Education NSW Providing a child safe environment</p> <p>Education and Care Services National Law Act 2010. (Amended 2023). Education and Care Services National Regulations. (Amended 2023). NSW Department of Education (2021). Guide to the Child Safe Standards for early childhood education and care and outside schools hours care services</p> <p>NSW Government Office of the Children’s Guardian <i>A guide to the Child Safe Standards</i>. (2020). United Nations Convention of Rights of the Child, (1989). (UNCRC)</p> <p>Work Health and Safety Act, (2011).</p>
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ENDORSEMENT BY THE SERVICE:

Approval date: _____ July 2025 _____ Date for review: _____ July 2026 _____
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WRITTEN BY: JH 19/02/2020
 Revised 21/2/2020 KG
 Amended Nov 2022 JH 20/12/2022 KG
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MANDATORY