

Staffing Arrangements

OSHC Policy & Procedure

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Approver: Melissa Cofre	Effective Date: 11/12/2025	Review Date: 11/12/2028
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1. Policy

1.1 Policy Statement

Our Outside School Hours Care (OSHC) Service aims to provide educators, staff and nominated supervisors who have the qualifications and experience to develop warm, nurturing, and respectful relationships with children. We are committed to ensuring that children's health, safety, and wellbeing is protected at all times through providing appropriate and effective supervision according to legislated ratios and best practice. Our educators, in collaboration with our educational leader, design and implement developmentally appropriate programs that support children's participation and engagement, interests and learning.

1.2 Purpose

To ensure our OSHC Service adheres to the Education and Care Service National Regulation we employ educators and staff in compliance with any state specific qualifications and experience and adhere to regulated educator and child ratios.

1.3 Background

Under the Education and Care Services National Regulations, the approved provider must ensure that policies and procedures are in place in relation to staffing arrangements (Regulation 168) and take reasonable steps to ensure those policies and procedures are followed. (ACEQA 2021).

1.4 Scope

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor and visitors of the OSHC Service.

1.5 Legislation & Standards

QUALITY AREA 4: STAFFING ARRANGEMENTS		
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.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
Section 56	Notice of addition of nominated supervisor
Section 56A	Notice of change of a nominated supervisor's name or contact details
Section 161	Offence to operate education and care service without nominated supervisor
Section 161A	Offence for nominated supervisor not to meet prescribed minimum requirements
Section 162	Offence to operate education and care service unless responsible person is present
Section 162A	Child protection training
Section 165	Offence to inadequately supervise children
Section 166	Offence to use inappropriate discipline
Section 167	Offence relating to protection of children from harm and hazards
Section 168	Offence relating to required programs
Section 169	Offence relating to staffing arrangements
Section 170	Offence relating to unauthorised persons on education and care service premises
Section 172	Offence to fail to display prescribed information
Section 173	Offence to fail to notify certain circumstances to Regulatory Authority
Section	Offence relating to requirement to keep enrolment and other documents

175	
Section 188	Offence to engage person to whom prohibition notice applies
4 (1)	Definitions
10	Meaning of actively working towards a qualification
13	Meaning of working directly with children
35	Notice of addition of new nominated supervisor
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
117A	Placing a person in day-to-day charge
117B	Minimum requirements for a person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
118	Educational leader
120	Educators who are under 18 to be supervised
122	Educators must be working directly with children to be included in ratios
123	Educator to child ratios – centre-based services
136	First Aid qualifications
145	Staff record
146	Nominated Supervisor
147	Staff Members
148	Educational Leader
149	Volunteers and Students
150	Responsible person
151	Record of educators working directly with children
168	Education and care Service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies and procedures
173	Prescribed information to be displayed
174	Time to notify certain circumstances to Regulatory Authority
177	Prescribed enrolment and other documents to be kept by approved provider
243	Persons taken to hold an approved diploma level education and care qualification
244	Persons taken to hold an approved certificate III level education and care qualification
356	Qualifications for educators—children over preschool age (VIC ONLY)
358	Working with children check to be read (VIC ONLY)

ADDITIONAL STATE REQUIREMENTS

VICTORIA
<p>Regulations 356 and 358</p> <ul style="list-style-type: none"> • Our OSHC Service will ensure 50 percent of educators working directly with children hold or are actively working towards a diploma qualification as per the ACECQA list of approved OSHC qualifications for Victoria Services • In addition, Our Service will ensure all other educators included in the educator to child

ratio hold or are working towards a certificate III qualification as per the ACECQA list of approved OSHC qualifications for Victoria Services

- Our OSHC Service will ensure all staff, volunteers and students over the age of 18 years have a valid WWCC read before the person is engaged at the service

1.6 Key Terms

Term	Meaning	Source
'Suitably qualified person'	an individual who holds an approved qualification as listed on the ACECQA website that is approved by the National Authority or an individual who holds a qualification as approved by the National Authority	ACECQA
Actively working towards	An educator who is enrolled in a course for an ACECQA approved diploma level or higher qualification.	ACECQA
Educators 'taken to hold an approved diploma level or certificate III level qualification'	<ul style="list-style-type: none"> - were recognised previously as a diploma level educator under former education and care services law AND employed or engaged in a declared approved service - held a qualification as published under regulation 137(2)(a), former qualifications for diploma level qualifications 	ACECQA

2 Procedure

2.1

IMPLEMENTATION

Our Service is committed to the safety, wellbeing and support of all children and young people in all aspects of operation within our OSHC Service. Our Service will comply with the required educators to child ratios and take into consideration any qualification requirements and experience for educators at centre-based services in order to meet National Regulations and Standards.

We will comply with Victoria requirements which state one diploma qualified or above Educator, must be in attendance for every 30 children. All staff must hold or be working towards a minimum qualification within 6 months of commencing at the service.

All staff must adhere to our child safety policies including Child Protection, Child Safe Environment and Safe Use of Digital Technologies and Online Environments Policies. Our Service adopts and aligns with the National Model Code and guidelines for taking images or videos of children. (See Safe Use of Digital Technologies and Online Environments Policy.)

Working with Children Check

- To comply with National Regulations for those undertaking paid or voluntary child-related work all employees, volunteers and students of the OSHC Service will acquire a Working with Children Check.

The approved provider will:

- keep a record of the expiry date of the Working with Children Check (WWCC) for all staff, volunteers and students
- verify all WWCC before any staff, educators, students and volunteers are engaged at the OSHC Service, to ensure the children are protected at all times
- check the [NQAITS portal](#) during the recruitment process for any prohibition notices issued to a potential employee
- ensure any notifications or concerns regarding a person's Working with Children Check are recorded and steps taken immediately to ensure the person is not working directly with children
- ensure any visitor who has direct contact with children will be required to provide a WWCC for verification prior to coming into contact with children
- ensure a staff member, employee, volunteer, or contractor is not employed or engaged at the Service if the person is prohibited from working with children, including a prohibition notice in force provided under the National Law.

Staff Record

- Approved Services must keep information about the Nominated Supervisor, Educational Leader, staff, volunteers, students, and the Responsible Person at the Service including name, address, date of birth, evidence of qualifications (including evidence of working towards qualifications), evidence of approved training (including Child Protection).
- Our OSHC Service will ensure the following records are kept in accordance with regulation 145 and our Record Keeping and Retention Policy
- Details must include evidence of staff and educators working directly with children, qualifications, training information and Working with Children Check verification number and expiry date (Reg. 151)
- Details regarding staff PRODA registrations will be kept in each staff record, including RA number and evidence of fit and proper checks
- All staff, educators, students, volunteers, and visitors are required to sign in and out each day
- Immunisation status may be recorded as part of the staff record
- Details of staff including full name, address, date of birth, qualifications held, approved training completed (Reg. 147)
- Details of Teacher registration (if applicable)
- Details of the Educational Leader
- Details of responsible person

- Details of nominated supervisor
- Details of staff who are actively working towards a qualification, including evidence of satisfactory progress (from July 1, 2023)

Adequate Supervision

Our OSHC Service adheres to the educator-to-child ratios outlined in the National Legislation and National Quality Framework and requires educators to comply with our Supervision Policy and designated floor plans to ensure effective supervision. Educators will actively monitor children at all times, adjusting supervision to suit group needs, maintaining visibility and accessibility, and work together to ensure safety and well-being during all activities, including transitions, rest, toileting, and transportation. Any person providing education and care and working directly with children are not to have in their possession any electronic device that can take images or videos or person storage and file transfer media- National Model Code.

Working directly with children

National Regulations state that an Educator cannot be included in calculating the Educator to child ratio of a centre-based Service unless the Educator is working directly with children. A record must be kept of Educators working directly with children which includes the name of each Educator and hours each Educator works directly with children being educated and cared for by the OSHC Service.

- 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 sign on/sign off records are available to verify this.

Rosters

- Our Service will ensure the roster and routine provides adequate supervision of children at all times.
- Consideration will be made to engage Educators to maintain continuity of care to support children's development of secure relationships and contribute to their wellbeing.
- Where possible, casual staff will be chosen from a pool of regular Educators with whom the children are familiar.
- The staff roster will be planned in advance to ensure regulation requirements are met, including staff qualification and first aid qualification requirements.

STUDENTS, VOLUNTEERS AND VISITORS

The approved provider will ensure that students, volunteers and visitors meet any requirements for WWCC/Clearance and record and verify each student, volunteer or visitors WWCC. At no time will students, volunteers and/or visitors be left alone with a child or group of children. Students, volunteers and/or visitors are not included in the educator to child ratio (best practice). Management will ensure the OSHC Service's Student, Volunteer and Visitor Policy is followed at all times. All volunteers and students will be inducted into the OSHC Service to ensure they adhere to the Service's policies and procedures including Child Protection, Safe Use of Digital Technologies and Online Environments, our Statement of Philosophy and Code of Conduct.

Privacy

- Staff and Educators will adhere to the Service's privacy and confidentiality policy and Privacy Law in relation to children and their families, or matters relating to the Service and will at no time take part in inappropriate or unlawful conversations or discussions.

- The Nominated Supervisor will ensure that students and volunteers are made aware of the Services privacy and confidentiality policy and Privacy Law during their initial induction.
- All staff; Educators, volunteers and students are provided with information about the ECA Code of Ethics

STAFF RECRUITMENT

Our OSHC Service will ensure a recruitment process is followed to select the best staff possible based on skills, qualifications, experience and suitability for the position available. Each role will refer to the appropriate position description during recruitment and the probation period to ensure applicants are suitable for the role and position.

All potential staff will participate in interviews and have reference checks completed before an offer of employment is presented. Reference checks will take into consideration the suitability of the applicant for the role, previous experience and their commitment to child safe practices.

All potential staff are subject to maintenance of a valid Working with Children Check/Clearance (WWCC) and appropriate qualification. Valid first aid, asthma and anaphylaxis management or food safety qualification may also be required.

All new staff will undergo a probation period of three (3) months, during this time they will participate in an induction and orientation program and hold regular discussions regarding their performance with an appointed mentor.

Staff induction includes provision of the Service's policies and procedures, code of conduct, Child Safe Standards, child protection, work, health and safety guidelines, behaviour guidance, service routines, human resource documentation, physical environment, communication with families' processes, Family Assistance Law, Child Information Sharing Schemes and introduction to senior staff members and/or mentor.

2.2 Roles and Responsibilities

Role	Responsibilities
Approved Provider /	<p>The Approved Provider is required to ensure at least one staff member or one Nominated Supervisor holds current qualifications for first aid, (including cardio-pulmonary resuscitation), anaphylaxis management and emergency asthma management training.</p> <ul style="list-style-type: none"> • Services must have staff with current approved qualifications on duty at all times. • approved first aid qualifications and ACECQA approved anaphylaxis and asthma management training every 3 years and renew cardio-pulmonary resuscitation every 12 months •
Nominated Supervisor / Manager	<p>The Educational Leader has an influential role in inspiring, motivating, affirming, and challenging or extending the practice and pedagogy of Educators. It is a joint endeavour involving inquiry and reflection, which can significantly impact on the important work Educators do with children and families.</p> <ul style="list-style-type: none"> • The Approved Provider will nominate a qualified and experienced Educator to take on the Educational Leader role and responsibilities. (reg.118)

	<ul style="list-style-type: none"> •The Educational Leader will keep a record about how they mentor and guide Educators of the Service to ensure continuous improvement. •The Educational Leader will guide Educators to provide a range of learning experiences that cater for the needs and interests of children through play and leisure opportunities •The Educational Leader will maintain evidence about the development of the learning program and the alignment to the My Time, Our Place (v2.0) framework. •The approved provider will ensure the name of the educational leader is displayed at the Service in a place that is clearly visible to staff, educators, families and visitors. (Reg.173) • The approved provider will support the educational leader to fulfill their responsibilities by ensuring opportunities for professional development to support continuous improvement •
Educational Leader	<p>The Educational Leader has an influential role in inspiring, motivating, affirming, and challenging or extending the practice and pedagogy of Educators. It is a joint endeavour involving inquiry and reflection, which can significantly impact on the important work Educators do with children and families.</p> <ul style="list-style-type: none"> •The Approved Provider will nominate a qualified and experienced Educator to take on the Educational Leader role and responsibilities. (reg.118) •The Educational Leader will keep a record about how they mentor and guide Educators of the Service to ensure continuous improvement. •The Educational Leader will guide Educators to provide a range of learning experiences that cater for the needs and interests of children through play and leisure opportunities •The Educational Leader will maintain evidence about the development of the learning program and the alignment to the My Time, Our Place (v2.0) framework. •The approved provider will ensure the name of the educational leader is displayed at the Service in a place that is clearly visible to staff, educators, families and visitors. (Reg.173) • The approved provider will support the educational leader to fulfill their responsibilities by ensuring opportunities for professional development to support continuous improvement •
Responsible Person	<p>A Responsible Person is required to be physically present at the Service at all times that children are being educated and cared for. The Responsible Person can be the Approved Provider, or a person with management or control placed in day-to-day charge of the Service.</p> <p>Our Service will ensure there is always a Nominated Supervisor or Responsible Person on the premises when children are being educated and cared for.</p> <ul style="list-style-type: none"> • The approved provider or nominated supervisor will ensure any persons nominated as a responsible person placed in day-to-day charge are at least 18 years old and have adequate knowledge and understanding of the provision of education and care to children and an ability to effectively supervise and manage an education and care service (Reg. 117B) • Our Service will clearly communicate the Responsible Person on duty with families, educators, staff and visitors by displaying this information in the

	<p>foyer or reception area.</p> <ul style="list-style-type: none"> • The Responsible Person will adhere to Service policies and procedures and maintain a safe and healthy environment for children. • The Responsible Person will always act with professionalism when dealing with children, educators, visitors, families and volunteers. • All responsible persons will accept the role in writing, to ensure they have a clear understanding about their role and responsibilities (Reg.117A) • The responsible person must have a history of compliance with Education and Care National Law and other relevant law (e.g., Family Law) • The responsible person must have successfully completed Child Protection training and be aware of mandatory reporting obligations. (Reg. 84).
Educators	<ul style="list-style-type: none"> • It is the Staff and Educator’s responsibility to ensure they maintain current First Aid, (including cardio-pulmonary resuscitation), Asthma, and Anaphylaxis Training certificates and provide the Service with a copy of the certificate. Staff and Educators must ensure they participate in training prior to the expiration date on their certificates.
Families	<ul style="list-style-type: none"> •
Children	

2.3 References & Resources

Australian Children’s Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)

Australian Children’s Education & Care Quality Authority. (2023). [Educators Who are ‘Working Towards a Qualification’](#). Information Sheet.

Australian Children’s Education & Care Quality Authority. (2021). Policy and procedure guidelines. [Staffing Guidelines](#).

Australian Children’s Education & Care Quality Authority. (2023). [Short Term Relief of Educators at Centre-Based Services](#)

Department of the Officer of the Privacy Commissioner: www.privacy.gov.au

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

2.4 Related Policies and Procedures

<p>Code of Conduct Policy Child Protection Policy Child Safe Environment Policy Dealing with Complaints Policy Emergency and Evacuation Policy Excursion/Incursion Policy Governance Policy Incident, Injury, Trauma and Illness Policy</p>	<p>Performance Management Policy Privacy and Confidentiality Policy Professional Development Policy Record Keeping and Retention Policy Responsible Person Policy Recruitment Policy Safe Use of Digital Technologies and Online Environments Policy Safe Transportation Policy Rest Policy Supervision Policy Student, Volunteer and Visitors Policy</p>
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3 Policy & Procedure Review

In order to assess whether the values and purposes of the policy and procedure have been achieved, Yooralla will:

- Regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- Monitor the implementation, compliance, complaints and incidents in relation to this policy.
- Keep the policy up to date with current legislation, research, policy and best practice.
- Revise the policy and procedures as part of the service's policy review cycle, or as required.
- Notify all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (Regulation 172 (2)).

The ongoing monitoring and compliance to this policy and procedure will be overseen by the OSHC Manager, Nominated Supervisor and Yooralla Quality, Risk and Safeguarding team.

All Yooralla OSHC policies and procedures will be reviewed every 12 months.

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