

# STAFFING ARRANGEMENTS POLICY

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.

## NATIONAL QUALITY STANDARD (NQS)

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 LAW AND NATIONAL REGULATIONS	
S.56	Notice of addition of nominated supervisor
S.56A	Notice of change of a nominated supervisor's name or contact details
S.161	Offence to operate education and care service without nominated supervisor
S.161A	Offence for nominated supervisor not to meet prescribed minimum requirements
S.162	Offence to operate education and care service unless responsible person is present
S.162A	Child protection training
S.169	Offence relating to staffing arrangements
S.172	Offence to fail to display prescribed information
S.173	Offence to fail to notify certain circumstances to Regulatory Authority

S.174	Offence to fail to notify certain information to Regulatory Authority
S.175	Offence relating to requirement to keep enrolment and other documents
S.188	Offence to engage person to whom prohibition notice applies
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## RELATED POLICIES

CCS Personnel Policy 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	Performance Management Policy Privacy and Confidentiality Policy Professional Development Policy Record Keeping and Retention Policy Responsible Person Policy Recruitment Policy Safe Transportation Policy Rest Policy Supervision Policy Student, Volunteer and Visitors Policy
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## PURPOSE

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 (Reg. 168) and take reasonable steps to ensure those policies and procedures are followed. (ACEQA 2021) 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.

## SCOPE

This policy applies to staff, educators, management, approved provider, nominated supervisor, students and volunteers of the OSHC Service.

## IMPLEMENTATION

Our OSHC 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.

## STAFFING ARRANGEMENTS

Under the Education and Care Services National Regulations, the approved provider must ensure the OSHC Service meets minimum staffing arrangements including:

- nominating a responsible person to oversee the day-to-day operation of the Service
- employing staff who hold required qualifications including: anaphylaxis and emergency asthma management training, first aid, CPR and child protection training
- adhering to educator to child ratios
- ensuring an appropriately qualified and experienced educational leader is employed to lead the implementation of the educational program under the approved learning framework
- ensuring each staff member is considered fit and proper to work with children and hold a valid WWCC.

## NOMINATED SUPERVISOR

The nominated supervisor is a suitable person appointed by the approved provider who is placed in day-to-day charge of an approved OSHC Service. The nominated supervisor has a range of responsibilities under the National Law and Regulations including, but not limited to, programming, supervision and safety of children, entry to and exit from the premises, food and beverage, administration of medication, excursions and staffing.

The approved provider will:

- ensure a nominated supervisor is nominated for the OSHC Service and display the name of the nominated supervisor in a place that is clearly visible to staff, educators, families and visitors
- notify the regulatory authority at least seven days prior to the nominated supervisor or as soon as practicable (no-more than 14 days after the nominated supervisor has commenced employment in the position)
- ensure the regulatory authority is notified if the nominated supervisor ceases employment at the Service, is removed from the role or withdraws consent to the nomination
- ensure the nominated supervisors meets the following requirements:
  - must be 18 years of older
  - holds a valid WWCC/clearance
  - have adequate knowledge and understanding of the provision of education and care to children and has the ability to effectively supervise and manage an education and care Service (Reg. 117C)
  - have the ability to adequately supervise and manage an education and care service

- have successfully completed Child Protection training and be aware of mandatory reporting obligations
- have a history of compliance with *Education and Care National Law* and other relevant laws (e.g., Family Law)
- ensure the nominated supervisor signs a Compliance history statement and a Prohibition notice declaration
- remove the nominated supervisor from the role if a compliance action is determined against them or concerns are held regarding their suitability to meet the requirements of the role.

The nominated supervisor will:

- accept the role in writing, to ensure they have a clear understanding about their role and responsibilities
- ensure the OSHC Service program is reflective of the approved learning framework, incorporate the children's interests, and experiences, and consider the individual differences and needs of each child
- adhere to Service policies ensuring a safe and healthy environment is provided
- register with PRODA and complete required background checks, including Working with Children Check and criminal history record check.

## RESPONSIBLE PERSON

The responsible person can be the approved provider, or a person with management or control placed in day-to-day charge of the Service. Our OSHC Service will ensure there is always a nominated supervisor or responsible person on the premises when children are being educated and cared for.

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)
- clearly communicate the responsible person on duty with families, educators, staff and visitors by displaying this information in the foyer or reception area
- ensure the responsible person adheres to Service policies and procedures and maintain a safe and healthy environment for children
- ensure the responsible person always acts with professionalism when dealing with children, educators, visitors, families and volunteers
- ensure the responsible person accepts the role in writing, to ensure they have a clear understanding about their role and responsibilities (Reg.117A)

- ensure the responsible person has a history of compliance with *Education and Care National Law* and other relevant law (e.g., Family Law)
- ensure the responsible person has successfully completed Child Protection training and be aware of mandatory reporting obligations. (Reg. 84).

### ‘SUITABLY QUALIFIED PERSON’ DEFINITION

ACECQA determines the following qualifications as requirements for a ‘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

### ACTIVELY WORKING TOWARDS DEFINITION

An educator who is enrolled in a course for an [ACECQA approved diploma level or higher qualification](#).

### EDUCATIONAL LEADER

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.

The approved provider will:

- nominate a qualified and experienced educator to take on the educational leader role and responsibilities (Reg.118)
- ensure the name of the educational leader is displayed at the OSHC Service in a place that is clearly visible to staff, educators, families and visitors (Reg.173)
- support the educational leader to fulfill their responsibilities by ensuring opportunities for professional development to support continuous improvement

The educational leader will:

- accept the position, in writing
- keep a record about how they mentor and guide educators of the OSHC Service to ensure continuous improvement
- guide educators to provide a range of learning experiences that cater for the needs and interests of children through play and leisure opportunities
- maintain evidence about the development of the learning program and the alignment to the *My Time, Our Place* (V2.0) framework

## WORKING WITH CHILDREN CHECK /CLEARANCE

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 in accordance with directions from the related authority in Victoria.
- 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.

## APPROVED FIRST AID QUALIFICATIONS/ANAPLYAXIS AND EMERGENCY ASTHMA MANAGEMENT TRAINING

- 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.
- The approved provider must ensure at least one staff member, or one nominated supervisor be in attendance at any place children are being educated and cared for by the OSHC Service and be immediately available in an emergency and hold the mandatory qualifications for:
  - an ACECQA approved first aid qualification (including cardio-pulmonary resuscitation renewed every 12 months)
  - anaphylaxis management training and
  - emergency asthma management training.

(Approved qualifications are published on the ACECQA website)
- Services must have a staff member with current approved qualifications on duty and be immediately available in an emergency

- It is the staff and educator's responsibility to ensure they maintain current first aid (including cardio-pulmonary resuscitation), anaphylaxis management and emergency asthma management training qualifications and provide the OSHC Service with a copy of the certificate. Staff and educators must ensure they participate in training prior to the expiration date on their certificates
- approved first aid qualifications and ACECQA approved anaphylaxis and asthma management training every 3 years and renew cardio-pulmonary resuscitation every 12 months
- Our OSHC Service is located on the premises of a school site, the first aid training requirements (listed above) are met by a member of the school community who is in attendance at the school site and is immediately available in an emergency (Reg. 136(2)).

### STAFF RECORD

Approved Services must keep information about the nominated supervisor, educational leader, staff, volunteers, students, and the responsible person at the OSHC 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 records are kept in accordance with regulation 145 and our *Record Keeping and Retention Policy*.

### 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.

### WORKING DIRECTLY WITH CHILDREN

National Regulations state that an educator cannot be included in calculating the educator to child ratio of an OSHC 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 the hours each educator works directly with children being educated and cared for by the OSHC Service.

- To ensure compliance with regulations, our Service 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.



## ROSTERS

- Our OSHC 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 (where required). At no time will students, volunteers and/or visitors be left alone with a child or group of children or be included in the educator to child ratio. 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, Statement of Philosophy and Code of Conduct.

## PRIVACY

- Staff and educators will adhere to the OSHC 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.
- All staff and educators will be made aware of Child Information Sharing Schemes (CISS) and Family Violence Information Sharing Schemes (FVSS)

## STAFF EMPLOYED UNDER 18 YEARS OF AGE

Our OSHC Service will ensure any staff member under 18 years of age does not work at the service alone and is adequately supervised at all times by an educator who is over 18 years of age.

## STAFF RECRUITMENT

- Our OSHC Service will ensure a rigorous recruitment process is followed to select the best staff possible based on skills, qualifications, experience and suitability for the position available, as per the *Service Recruitment Policy*. 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 robust 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 WWCC /Clearance 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 six (6) 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, National Principles for Child Safe Organisations, Code of Conduct, child protection, Work Health and Safety guidelines, behaviour guidance, service routines, human resource documentation, physical environment, communication with families' processes, Family Assistance Law and Child Care Subsidy, Child Information Sharing Schemes and introduction to senior staff members and/or mentor.

## POLICIES AND PROCEDURES

Our OSHC Service will ensure a copy of the policies and procedures are available to all staff at all times, either electronically or in hard copy. The approved provider will ensure steps are taken to ensure staff follow policies and procedures through the following practices:

- new staff members are to read and acknowledge key policies and procedures during the induction process
- policy review is to be conducted during staff meetings to support staff understanding and adherence
- staff meeting minutes will record evidence of policies and procedures reviewed with staff
- policy review will be systematic and occur on a regular basis to support regular review and maintenance of policies and procedures
- staff are requested to provide feedback following policy reviews
- policy review will be conducted following updates to legislation or regulation amendments or following an incident or complaint
- the *Staff Policy Acknowledgement Form* is completed for each staff member

- performance reviews and improvements plans will be linked to policies and procedures
- checklists and audits will be used to identify any practices inconsistent with policies and procedures
- the *Performance Management Policy* outlines procedures for dealing with non-compliance of policies
- Performance improvement plans reflect expectations of behaviours required from staff linked to policies and procedures

## EDUCATOR TO CHILD RATIOS

Age	State	Educator to Child Ratio														
Over Pre-School Age	NT, QLD, SA, TAS, VIC, NSW	1 :15														
	ACT	1 :11														
	WA	1:10 anytime a child who attends Kindy is in attendance.														
	A service must have 1 qualified educator for the first 10 children- a second educator (not required to be qualified) is then required from the time the service has between 11-26 children.	<p>If NO preschool child attending session-</p> <table> <tr> <th>No. Children</th><th>Qualified Educator</th><th>Number Educator</th></tr> <tr> <td>1-10</td><td>1</td><td>1</td></tr> <tr> <td>11-26</td><td>1</td><td>2</td></tr> <tr> <td>26-39</td><td>1</td><td>3</td></tr> <tr> <td>40-52</td><td>2</td><td>4</td></tr> </table>	No. Children	Qualified Educator	Number Educator	1-10	1	1	11-26	1	2	26-39	1	3	40-52	2
No. Children	Qualified Educator	Number Educator														
1-10	1	1														
11-26	1	2														
26-39	1	3														
40-52	2	4														

## ADDITIONAL STATE REQUIREMENTS

VICTORIA
<p>Regulations 356 and 358</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> <li>• 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</li> </ul>

## CONTINUOUS IMPROVEMENT

Our *Staffing Arrangements Policy* will be updated and reviewed annually in consultation with families, staff, educators and management.

## CHILD CARE CENTRE DESKTOP- RELATED RESOURCES

Code of Conduct Staff Acknowledgement	Record 'actively working towards' qualification Form
Educational Leader Programming Agreement	Student and Volunteer Application Form
Educational Leader Report	Roster Template
Ensure Staff Follow Policies Guide	Team Meeting Agenda
Flexible Working Arrangement Guidelines	Team Meeting Minutes
Individual Staff Record Nominated Supervisor	Team Memo
Offer and Acceptance Form	Team/Staff Register
Policy Acknowledgement Form	Visitor sign in/out Record
Responsible Person Offer and Acceptance Form	

## SOURCES

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](http://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).

NSW Government. Office of the Children's Guardian: <https://ocg.nsw.gov.au/working-children-check>

QLD Government. Department of Education. Early Childhood Education and Care. [Ensuring staff follow policies and procedures](#)

[Western Australian Legislation Education and Care Services National Law \(WA\) Act 2012](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

## REVIEW

POLICY REVIEWED BY	Toni Vescio	Business Manager	18/03/2025
POLICY REVIEWED	FEBRUARY 2025	NEXT REVIEW DATE	FEBRUARY 2026
VERSION NUMBER	V12.02.25		
MODIFICATIONS	<ul style="list-style-type: none"> <li>major review of policy</li> <li>restructured policy to provide improved flow, less repetition and staffing arrangements information outlined in the Guide to NQF - QA4</li> </ul>		

	<ul style="list-style-type: none"> <li>sources checked for currency and updated as required</li> </ul>	
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
JUNE 2024	<ul style="list-style-type: none"> <li>Annual policy review</li> <li>Related National Law added</li> <li>Additional information added re: first aid qualification, anaphylaxis and asthma management and CPR training</li> <li>Additional information added re: student and volunteers' knowledge about child protection law and mandatory reporting requirements</li> <li>Additional state specific information added</li> <li>Sources checked for currency and updated as required</li> </ul>	FEBRUARY 2025