



bookings@tpsoosh.com.au
(02) 9144 4769

Providing a Child Safe Environment

Policy Statement

Child safety is of paramount importance at South Turramurra OOSH (OOSH/service). In accordance with the Children (Education and Care Services) National Law (NSW), the service ensures the safety, rights and best interests of every child are the paramount consideration in all decisions, actions and operations. Where competing priorities arise, the child's best interests will prevail, and decision-making will clearly demonstrate how this principle has been applied.

The service is committed to a proactive, preventative, and child-centered approach to safety, embedding child safe practices into all aspects of operations, leadership, governance, and daily practice. South Turramurra OOSH provides an environment that ensures the safety, health, and wellbeing of children at all times. It is the responsibility of all educators to maintain the premises and equipment, adhere to procedures and practices and operate in accordance with legislative requirements relating to protective practices and the Education and Care Services National Regulation and Law.

The service recognises that creating a child safe environment requires:

- Identifying and managing risks of child abuse, harm and exploitation.
- Empowering children to actively participate in decisions affecting their safety.
- Maintaining a strong culture of accountability, transparency, and continuous improvement.

(National Quality Standards 2.2.1 & 2.2.3)

Legislative Requirements

- Education and Care Services National Law Act 2010: 5AA, 162A, 165, 166, 166A, 167
- Education and Care Services National Regulation: 82, 83, 84, 85, 86, 87, 103, 105, 107, 108, 109, 110, 114, 115, 122, 123, 126, 145, 155, 168, 170, 171, 172, 175(2)(d)(e), 176)
- NSW Children and Young Persons (Care and Protection) Act 1998
- Children's Guardian Act 2019
- Children's Guardian Regulations 2022
- Child Protection (Working with Children) Act 2012

Definitions

Mandatory Reporting

- A mandatory Reporter is anybody who delivers services to children/young people as a part of their paid, voluntary, or professional work.
- In OOSH services, mandatory reporters are:
 - staff who deliver services to children.
 - management, either paid or voluntary, whose duties include direct responsibility or direct supervision for the provision of these services.

- Staff are required by law to report to Child Protection Services if they have concerns about the safety or welfare of a child relating to Section 23 of the NSW Children and Young Person (Care and Protect) Act 1998, and they have been advised by the Mandatory Reporters Guide (MRG) to do so.

Risk of Significant Harm

- Is sufficiently serious to warrant a response by a statutory authority, irrespective of a family's consent.
- Is not minor or trivial.
- May be reasonably expected to produce a substantial adverse impact on the child or young person's safety, welfare, or wellbeing.
- Can result from a single act or omission, or from a series of acts or omissions.

A child is at risk of significant harm:

- a) The child's or young person's basic physical or psychological needs are not being met or are at risk of not being met.
 - b) The parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive necessary medical care.
 - c) In the case of a child or young person who is required to attend school in accordance with the Education Act 1990 – the parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive an education in accordance with that Act.
 - d) The child or young person has been or is at risk of being physically or sexually abused or ill-treated.
 - e) The child or young person is living in a household where there have been incidents of domestic violence and, as a consequence, the child or young person is at risk of serious physical or psychological harm.
 - f) A parent or other caregiver has behaved in such a way towards the child or young person that the child or young person has suffered or is at risk of suffering serious psychological harm.
 - g) The child was the subject of a pre-natal report under 25 and the birth mother of the child did not engage successfully with support services to eliminate, or minimise to the lowest level reasonably practical, the risk factors that gave rise to the report.
- Any such circumstances may relate to a single act or omission, or to a series of acts or omissions.

Section 23 (from Children and Young Person's Care and Protection Act 1998)

Reportable Allegation

- A reportable allegation is an allegation that any employee, student, contractor or volunteer who holds a Working with Children Check has engaged in conduct that may be reportable conduct.

Reportable Conduct

- Certain organisations or entities have legal obligations under Reportable Conduct Schemes. Under these Schemes, organisations or entities are required to notify and investigate certain reportable allegations of abuse involving a child, when the allegation is against someone they employ, engage or contract in circumstances outlined by the legislation.
- The Children's Guardian Act 2019 defines reportable conduct as being:
 - a sexual offence.
 - sexual misconduct.
 - ill-treatment of a child.
 - neglect of a child.
 - an assault against a child.
 - an offence under s 43B (failure to protect) or s 316A (failure to report) of the Crimes Act 1900.
 - behaviour that causes significant emotional or psychological harm to a child.

Working with Children Check (WWCC)

- The Working with Children Check (WWCC) is a requirement for anyone in paid or volunteer child-related work in NSW. Employers and organisations must verify the WWCC details of anyone they engage in child-related work.
- The Check lasts for 5 years and undergoes continuous monitoring, even if the Check holder moves jobs.
- Child-related work (including voluntary work) is:
 - providing services for children and young people under 18.
 - where the work normally involves being face to face with children.
 - where contact with children is more than incidental to the work.

Child Safe Standards

- Promotes the safety of children, prevent child abuse, and ensure organisations have effective processes in place to respond to and report all allegations of child abuse.

Rights of the Child

- Human rights belonging to all children, as specified in the United Nations Convention on the Rights of the Child.

Wellbeing

- Sound wellbeing results from the satisfaction of basic needs – the need for tenderness and affection; security and clarity; social recognition; to feel competent; physical needs and for meaning in life. It includes happiness and satisfaction, effective social functioning and the dispositions of optimism, openness, curiosity, and resilience.

Working Directly with Children

- A person is working directly with children at a given time if at that time the person:
 - is physically present with the children, and
 - is directly engaged in providing education and care to the children.

Relevant Agencies

Department of Communities and Justice

- The Department of Communities and Justice is responsible for handling reports of child abuse and neglect in New South Wales via the Child Protection Helpline 132 111 (24 hours) or e-reporting <https://reporter.childstory.nsw.gov.au/s/mrg>

Office of the Children's Guardian

- The Office of the Children's Guardian is a statutory NSW government agency. They oversee organisations that provide services to children. The powers and functions of the Children's Guardian are defined in the Children's Guardian Act 2019 and include the Reportable Conduct Scheme, Working With Children Checks and the Child Safe Scheme.

Adequate Supervision

- Adequate supervision means:
 - that an educator can respond immediately, particularly when a child is distressed or in a hazardous situation
 - knowing where children are at all times and monitoring their activities actively and diligently.

Child Safe Code of Conduct

All staff, volunteers and students must comply with the Child Safe Code of Conduct, which outlines acceptable and unacceptable behaviours when working with children.

Acceptable behaviours include:

- Treating all children with respect and dignity.

- Listening to and valuing children's views.
- Maintaining appropriate professional boundaries.
- Ensuring all interactions are visible and observable.

Unacceptable behaviours include:

- Engaging in any form of physical punishment or inappropriate discipline.
- Developing relationships with children outside the service.
- Communicating with children via personal devices or social media.
- Being alone with a child in isolated or hidden areas without authorisation.
- Favouritism, grooming behaviours, or secret keeping.

Breaches in the Code of Conduct will result in disciplinary actions.

Implementation Strategies – how will it be done?

The Approved Provider/Nominated Supervisor will:

- ensure that the ***Providing a child safe environment policy and procedures*** are implemented, the appropriate **risk assessments and action plans are completed**, and all identified **actions are taken to minimise the risks to children's health and safety** (also known as a risk minimisation plan).
- ensure **child protection training** has been completed by the relevant persons as required by the service's jurisdiction, as required by Section 162A of the National Law.
- ensure **all educators and staff, volunteers and students, are aware of current child protection legislation**, including mandatory reporting requirements and obligations in their state/territory. (Please note this is a requirement under regulation 84 and is separate to child protection training requirements set out above).
- **provide an environment that is free from the use of tobacco, illicit drugs and alcohol** and ensure no educators or staff are affected by alcohol or drugs (including prescription medication) so as to impair their capacity to supervise or provide education and care to children in the service.
- **promote a culture of child safety and wellbeing** that underpins all aspects of the service's operations, to reduce risk to children (including the risk of abuse).
- ensure the **safe use of online environments** at the service.
- ensure **policies and procedures promote equity and respect diversity** for the safety and wellbeing of children and young people.
- **meet staff to child ratios to ensure adequate supervision.**
- **communicate with educators and staff about their responsibilities** and any changes to policies, procedures and legislation.
- **support educators and staff to uphold the service's culture of child safety and wellbeing.**
- regularly monitor child protection training schedules and **ensure all educators and staff are up to date with their training.**
- when required, **work collaboratively with appropriate services and/or professionals** to support children's access, inclusion and participation in the program.
- **ensure the safety and wellbeing of children attending the service by keeping a visitors' record**, including signatures and arrival/departure times.
- **Educate staff on the Child Safe Standards** and implement their guidance through policies and procedures.
- **Oversee incident management and reporting.**
- **Lead child safety practices** within the service.
- **Ensure compliance with Child Safe Standards.**
- **Implement structured mechanisms to support child participation**, including:
 - Regular child safety discussions and group meetings.
 - Opportunities for children to provide feedback on safety and supervision.
 - Use of age-appropriate reporting tools (e.g. suggestion box).
 - Documenting children's input into risk assessments and program planning.

- **apply the paramountcy principle** by ensuring children's safety, wellbeing and best interests take priority over all other considerations.

Educators and Staff will:

- **be aware of current child protection legislation**, including the mandatory reporting requirements and obligations.
- **implement the *Providing a child safe environment policy and procedures* and ensure that any action plans for individual children are carried out.**
- **implement the service's culture of child safety and wellbeing.**
- **know the individual needs and action plans for the children in your care.**
- **maintain current accredited child protection, first aid and approved CPR, asthma and anaphylaxis training as required.**
- monitor and maintain **staff to child ratios to ensure adequate supervision** of children.
- **keep a visitors' record**, including signatures and arrival and departure times.
- **recognise and respond effectively to children and young people**, considering diverse needs.
- **ensure children and young people participate in decision making in matters affecting them**, including in relation to safety issues and risk identification.
- **Consider the Child Safe Standards** and allow them to inform their practice when caring for children.
- Act as the **primary contact for child safety concerns.**
- **apply the paramountcy principle** by ensuring children's safety, wellbeing and best interests take priority over all other considerations.

Procedures

Managing the Facility

Security

- Director/Nominated Supervisor, Coordinators, educational leader, approved educators, cleaners and Turramurra Public School personnel will be given keys and access codes to alarms to access the building and equipment areas. All other visitors must report to the Nominated Supervisor, Coordinator or approved educators upon arrival and departure to sign the visitor's log.
- A key register will be maintained with a list of all personnel who are in possession. The Key register will be reviewed yearly by the Nominated Supervisor. The register will state:
 - The name of the personnel in possession of the keys
 - What keys are in the possession of the personnel.
 - The date the keys were given to the personnel.
 - Signatures of both the personnel and the Coordinator/Nominated Supervisor.
 - The date the keys were returned
 - What keys were returned
 - Signature of both the personnel and the Coordinator/Nominated Supervisor.
- Extra keys will only be cut after agreement by management, the school and a record made of where they are.
- Upon departure, staff will ensure all lockable cupboards are locked and secure, windows, doors and any other relevant areas are locked and secured. All lights, air conditioner and fans are to be switched off upon departure.
- Important documents are scanned and stored digitally in either a shared drive or one drive. Any physical documents prior to 2019 are stored in the center in a secure storage container and are kept until such time as regulation states.

- Digital documentation such as enrolment forms, rosters and working with children times are stored securely in their respective operating systems, Xplor and Social Schedules.
- In the event of a break into South Turramurra OOSH premises, staff will inform the police, the committee and the school principal as soon as possible and are to remain at the OOSH premises until the police arrive or inform staff of what action to take.

Building, Equipment and Maintenance

- South Turramurra OOSH will ensure all premises, furniture and equipment are safe, clean and in good repair.
- A Hazard identification and risk management checklist is carried out for indoor and outdoor areas prior to the commencement of every session and at the beginning of the day during vacation care. Any hazards identified are safely removed if possible or sectioned off if hazard is not able to be removed safely and reported to the director and responsible person in charge for the day.
- If a hazard is deemed too high a risk to section off, educators will ensure the area in which the hazard is located is shut down and children are kept away.
- If a hazard is in a school area and beyond the capability of OOSH staff to amend, the school's general assistant and/or principal will be informed of the hazard.
- All hazards will be recorded in a WHS Repair Log. The log will identify when the hazard was first found, what the hazard is, who found it, if the school has been notified and the date the hazard was rectified and by whom.
- We maintain daily, weekly cleaning and termly cleaning schedules to ensure all equipment and premises are cleaned and sanitised regularly by educators.
- A daily and weekly kitchen cleaning checklist is used to ensure the kitchen is cleaned and sanitised regularly by educators.
- All electrical equipment, power outlets, alarm systems, fire extinguishers and smoke detectors are checked regularly under the school's responsibility, to ensure they are in safe working order.
- All power outlets will be covered with child-safe socket covers when not in use.
- All contractors should have their own public liability insurance.
- Furniture, materials, and equipment purchased by South Turramurra OOSH are developmentally appropriate for the children attending South Turramurra OOSH.
- School cleaners maintain floors, surfaces, sinks, bathrooms and rubbish bins each morning during school terms and deep clean floors and windows on a regular basis.

Storage

- Storage is appropriate to ensure areas are tidy and uncluttered.
- Storage facilities are cleaned termly or as deemed necessary.
- Toys and play equipment are stored in a way that is easily accessible to all children.
- Children are encouraged to respect toys and equipment, and to pack up after playing to prevent trip hazards.
- Educators will ensure all equipment will be packed away neatly at the end of each session.
- Children have unrestricted access to basic craft equipment such as paper, pencils, scissors, textas and non-messy craft materials.
- Children will ask permission and an educator will provide children with other craft equipment such as glue and paint, at their discretion.
- Outdoor and large equipment will be stored away from children. Children will not have access to this storage without staff present.

Ventilation, Temperature and Natural Light

- Heating and cooling systems will be checked regularly to ensure they are functioning correctly and adequately.
- Educators will take into consideration the appropriateness of heating and ventilation for specific needs and requirements of individuals and certain activities.
- If a complaint is made about ventilation, heating, or lighting, it will be taken up with management and steps will be taken to address the problem.
- All indoor spaces will have adequate ventilation and windows will be maintained to prevent insects and pests.
- Any activity using toxic materials such as paint or glue will be carried out in well-ventilated areas or outside where possible.
- Doors will be opened during operation of the OOSH session, unless closed to protect against weather.
- Natural light is most desirable and will be enhanced in as many areas of the OOSH premises as possible.
- Adequate light will be maintained both indoors and outdoors, with security lights above the entrance, to allow for a clear and unobstructed view of the entrance and its surrounding areas.
- Outdoor lighting will be appropriate so that families, staff, and children can access and exit the OOSH premises with minimal unsafe dark areas.
- Lighting is maintained by Turramurra Public School. Any issues will be reported to the school.

Pest control

- The OOSH premises will be checked daily for any signs of pests and vermin, as part of our Hazard identification and risk management checklists.
- If any pests or vermin are identified within the OOSH premises, the following steps will be taken to address the issue:
 - Any pests or vermin will be physically removed from the OOSH premises, baits will be placed out of reach of children and a clean environment will be maintained using non-chemical products.
 - Bug sprays will be used if required, by professionals and not when children are in attendance.
- All chemicals used will be labelled correctly and have an SDS kept onsite. All controls will be implemented when in use.
- Professional pest control is the responsibility of Turramurra Public School. In the case of an urgent pest or vermin issue, the school will be notified.
- All food will be stored correctly and disposed of in line with supplier guidelines; food preparation areas and storage will be cleaned regularly.
- All educators will complete food handler training prior to being placed on positions involving food preparation and handling.

Environments

- All environments of South Turramurra OOSH will be free from smoke, alcohol, the use of illicit drugs, vaping substances and vaping devices.
- Once per term the WHS team will conduct a Hazard identification and risk management walk through, covering all areas included within the South Turramurra OOSH license. The team will take photographs and record any hazards identified and communicate these to the school principal and/or general assistant.

Indoor Environment

- The Nominated Supervisor will only admit to a session, the number of children which can comfortably fit into the building space in accordance with the National Regulation and License Agreement.

- A Hazard identification and risk management checklist will be carried out prior to each session. The indoor environment will be inspected when completing the check to ensure any obstacles or dangerous items are removed and hazards will be recorded and/or remediated.
- Where children are indoors for long periods of time due to weather conditions, the children will be dispersed across licensed areas such as the library, hall and COLAs, and special activities will be planned alongside free play.
- Separate areas in the indoor environment will be provided for:
 - Signing children in/out of OOSH during vacation care and after 6pm.
 - Administrative tasks such as answering phones and maintaining daily records.
 - Private discussions between educators and guardians.
 - Storage of equipment, food, dangerous materials, and records.
 - Preparation of food and drinks.
 - Kitchen and other refuse.
 - Cleaning of equipment.
 - Gender neutral, ambulant and disabled toileting facilities.
 - Creative and other activities.
 - Large and small group activities.
 - Displaying the program.
 - Displaying documentation for families and visitors.
 - Quiet space for the children to rest and relax or lie down if feeling unwell.
 - Provision of first aid.
 - Storage of educator's personal belongings.
- The indoor environment is set up to allow for children's participation in activities and ease of access to equipment and resources that are always available.
- Ease of access to all areas will be maintained by ensuring there are easily defined, clear passages and walkways through the building.
- Items obstructing walkways and access areas are removed and stored correctly.
- Areas are set up to ensure proper supervision is always maintained.
- Access to outdoor environments is clear and easily accessible by all children and staff.

Outdoor Environment

- The outdoor environment provides enough space for all children in accordance with the National Regulations and License Agreement.
- To ensure the environment remains smoke and vape free, any visitors who are smoking or vaping will be asked to leave the grounds.
- A Hazard identification and risk management checklist will be carried out prior to each session. The outdoor environment will be inspected when completing the check to ensure any obstacles or dangerous items are removed and hazards will be recorded.
- Hazardous items will be removed and disposed of safely, immediately when found.
- The outdoor area will be set up to encourage participation.
- Educators will ensure that children store their bags and belongings properly, and out of the way of walkways and play areas.
- The set up of the outdoor area will provide an opportunity for individual, large, and small group play.
- If members of the general public enter OOSH areas during operation, they are approached by staff and asked to leave the premises. Staff will supervise as the person leaves the school site. Children are not to interact with strangers using the school as a throughfare outside of school hours to minimise the opportunity for abuse to occur in line with standard eight of the Child Safe Standards.

- Clear boundaries for play will be set and enforced. If it is necessary for children to venture outside of the boundaries or any area that would be out of sight of staff, an educator and an additional child will accompany them.
- Supervision will be properly maintained. Children will only be allowed to play in areas that are clearly visible and appropriate child to educator ratios can be maintained.
- Adequate shade will be provided and maintained using trees and coverings.
- Use of new outdoor venues will be considered where access to the area is risk assessed, effective supervision can be maintained, and the area is considered to be of value to the children's physical development and personal comfort.
- Activities will be set up in shaded areas when UV exposure is a threat.
- In extreme weather conditions deemed dangerous for children, including extreme heat, storms, excessive rain and high winds, exposed outdoor areas will be closed.

Child Protective Practices

- Refer to the South Turrumurra OOSH's *Child Protection policy*.
- Parents are provided with useful resources through a digital platform, including online safety and child protective practices.
- The service is committed to culturally safe practices, including:
 - Respecting and valuing Aboriginal and Torres Strait Islander perspectives.
 - Supporting children from diverse cultural backgrounds.
 - Removing barriers for children to express concerns.
 - Engaging with families and community where appropriate.

Child Abuse Risk Management

The service will identify and manage risks specifically related to child abuse, including:

- Toileting and personal care situations.
- Transitions and movement between spaces.
- Excursions and transport.
- One-to-one interactions between staff and children.
- Areas with limited visibility or supervision.

Risk Assessments will:

- Identify potential opportunities for harm.
- Implement control measures to eliminate or minimise risk.
- Be reviewed regularly and after any incident.

Responding to Child Safety Concerns

- All staff must follow this process:
 - 1. Immediate response**
 - Ensure the child is safe.
 - Provide support and reassurance.
 - 2. Report internally**
 - Notify Nominated Supervisor as soon as possible and within 24 hours.
 - 3. External Reporting**
 - Complete a Mandatory Reporter Guide.
 - Report to Child Protection Helpline if required.
 - 4. Reportable Conduct**
 - Notify Office of the Children's Guardian.
 - 5. Documentation**

- Record facts, observations, and actions taken.
- 6. Ongoing support**
- Provide appropriate support to the child and family.

Inappropriate Conduct

South Turrumurra OOSH maintains a zero-tolerance approach to inappropriate conduct towards children.

A child may be subjected to inappropriate conduct directly or indirectly, including as a witness to conduct directed toward another child.

Inappropriate conduct may occur:

- in person
- through verbal communication
- through electronic communication
- through photographs, recordings or livestreaming
- through isolated incidents
- through repeated behaviours over time

Examples of inappropriate conduct

- **Inappropriate physical contact** – touching a child in a sexualised or intrusive way, such as tickling, wrestling, prolonged or unnecessary hugging that is not warranted in the circumstances, kissing a child on the cheek, massaging, or physical closeness (such as encouraging a child sit on an educator's lap for an extended period) that is not age appropriate or required based on the needs or abilities of a child.
- **Grooming behaviours** – including but not limited to favouritism, offering gifts or special privileges, encouraging emotional dependency (attachment fostering), or initiating private or secret communication with a child.
- **Ill treatment that is not disciplinary in nature** – including physical or verbal abuse, threats, yelling, swearing, rough handling or other conduct likely to cause emotional or psychological harm.
- **Unprofessional communication** – such as in-person conversations, sending personal messages, capturing or sharing images of children via unauthorised devices or platforms, or engaging with children online through social media or apps unrelated to your role.

Harassment and Threats of Violence

- Refer to South Turrumurra OOSH's *Emergency and Evacuation policy*.
- Staff are always alert to threats of child safety and minimise any threats in accordance with standard eight of the Child Safe Standards.

Information exchange

- To provide effective support and referral it may be necessary to exchange information with other prescribed bodies including government agencies or non-government organisations and services.
- The NSW Children and Young Persons (Care and Protection) Act 1998 was amended in 2009 to include chapter 16A Information Exchange.
- Chapter 16A requires organisations to take reasonable steps to co-ordinate the provision of services with other organisations.
- Under Chapter 16A of the NSW Children and Young Persons (Care and Protection) Act 1998, organisations that have responsibilities for children or young persons should be able to provide and receive information that promotes the safety, welfare and wellbeing of children or young persons. Educators will exchange information to promote the safety, welfare or wellbeing of the child or young person, particularly if the child

is at potential risk. This can occur whether the child or young person is known to Child Protection Services, or the child or young person has given consent to the information exchange.

- Staff must share information when:
 - A child is suspected to be at risk of harm.
 - Another agency requests relevant information under chapter 16A.
- All information sharing must:
 - Be approved by the nominated supervisor.
 - Be documented clearly.
 - Only include relevant information for child safety.
- The Information requested or provided must only relate to the safety, welfare, or wellbeing of the child. This includes:
 - A child or young person's history or circumstances.
 - A parent or other family member, significant or relevant relationship.
 - The agency's work now and in the past.
- Where a report is made in good faith or to protect the child or young person, according to section 29 and section 245G of the NSW Children and Young Persons Act 1998; reporters cannot be seen as breaching professional etiquette or ethics, or a breach of professional standards. There can be no liability for court action.

Dealing with a Complaint

- Refer to South Turrumurra OOSH's *Dealing with Complaints policy*.
 - Children are heard and taken seriously when making complaints in line with standard two of the Child Safe Standards.
 - Children can raise concerns through the following accessible methods:
 - Speaking to a trusted educator.
 - Providing feedback via our child suggestion box, located next to the office.
 - All educators within the service are designated as Safe Persons. This reflects that all staff are trained and competent in:
 - Responding to disclosures of harm.
 - Supporting children through the complaints process.
 - Following mandatory reporting and safeguarding procedures.
- This approach ensures accessibility, consistency and immediate support for all children.
- The Service will:
 - Respond immediately to all concerns.
 - Keep children informed about outcomes in a developmentally appropriate way.
 - Ensure children feel safe and supported throughout the process.

Recruitment and Orientation of staff

- Refer to South Turrumurra OOSH's *Child Protection and Staffing policies*.
- All staff working with children are suitable and supported in line with standard five of the Child Safe Standards.
- All staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training in accordance with standard seven of the Child Safe Standards.
- The service will implement child safe recruitment practices including:
 - Behavioural interview questions assessing suitability to work with children.
 - Referee checks specifically addressing child safety conduct.
 - Verification of WWCC and identity.
 - Ongoing monitoring during probation periods.

Technology

Use of Technology

Refer to *Safe Use of Digital Technologies and Online Environments policy*.

The service will ensure:

- Children do not access unsafe online content.
- Staff do not use personal devices to communicate with children.
- Images of children are only taken on authorised devices.
- Digital risks are considered in all risk assessments.

Storage and Retention of Images

Refer to *Safe Use of Digital Technologies and Online Environments policy*.

Safe use of Online Environments

Refer to *Safe Use of Digital Technologies and Online Environments policy*.

Consequences of Misuse

Refer to *Safe Use of Digital Technologies and Online Environments policy and Code of Conduct*.

Safety and content guidelines and expectations

Refer to *Safe Use of Digital Technologies and Online Environments policy*.

Supervision

- Children's safety is embedded in our day-to-day practices. South Turrumurra OOSH will ensure effective and adequate supervision is always provided to children.
- Educators will employ 'active supervision' strategies within the program environment and when participating in excursions or transporting children.
- Consideration will be made for the different ages and abilities of children, children with additional support needs and activities that require different levels of supervision.
- Educators acknowledge and understand the need for increased supervision when children are involved in high-risk activities, e.g. an excursion near a significant water hazard and this will be reflected in the excursion risk assessment.
- Supervision is facilitated by the physical design and maintenance of the OOSH premises, the supervision practices of educators, and educator ratios.
- South Turrumurra OOSH will ensure that sufficient numbers of educators are employed to always ensure adequate supervision of children and manage rosters to ensure that adequate numbers of educators are on duty to meet ratio requirements.
- In addition to supervising children, the service will:
 - Monitor educator interactions with children.
 - Conduct regular observation and spot checks of practice.
 - Self-review regularly and after any incident.

Preventing other Harms and Hazards

- The Approved Providers and Coordinator/Nominated Supervisors identify hazards and manage risk through thorough risk assessment and risk minimisation processes.

- Risk assessments are conducted regularly for excursions and transportation provided or arranged by OOSH in conjunction with South Turramurra OOSH's *Excursions and Transportation policy*.
- Risk minimisation practices are in place for the management of medical conditions in conjunction with South Turramurra OOSH's *Dealing with Medical Conditions in Children policy*.
- Emergency evacuation processes are implemented in conjunction with South Turramurra OOSH's *Emergency and Evacuation policy*.
- Refer to *Service Risk Register & Risk Management Plan* for guidance on preventing harms and hazards.

Record Keeping

- South Turramurra OOSH is committed to keeping full and accurate records about any incidents, responses and decisions that relate to child safety and well-being, including sexual abuse.
- It is common for children to delay reporting or pursuing cases of abuse or harm. Therefore all records that relate to child safety and well-being, e.g. suspicions, disclosures, allegations, convictions, reports, complaints, grievances, investigations, complaints handling, breaches, disciplinary actions, referrals, exchanges of information, risk assessments, policies and procedures will be kept, maintained, and stored for the best practice period of a minimum of 45 years (and longer if possible) and in line with our *Governance and Management policy*.
- Online records will be stored in password protected files and physical records in a secure cabinet. Access will only be granted on a 'need to know' basis and in line with our other relevant policies.

Educating Children about Body Safety Awareness and Protective Behaviours

- South Turramurra OOSH promotes a culture of participation and inclusion, viewing all children as active participants and decision makers as they seek to include the interests, ideas, strengths, culture, abilities of each child.
- Educators empower children to take part in discussions about their safety and decisions that affect them and value their ideas, suggestions and feedback.
- Educators, staff and management of South Turramurra OOSH refer to and abide by the Child Safe Standards.
- Educators will include information about protective behaviours, body safety awareness and include child protection issues in the program.
- These practices may include discussions with children about:
 - acceptable/unacceptable behaviour, and appropriate/inappropriate contact in a manner suitable to the child's age and level of understanding.
 - the right for everyone to feel safe at all times.
 - saying no to anything that makes them feel unsafe (consent).
 - recognising the signs that they do not feel safe.
 - the theme that there is no secret too awful or no story too terrible, that they can't share with someone they trust.
 - telling educators of any suspicious activities or people and that educators are available for them if they have any concerns.
 - recognising and expressing their feelings verbally and non-verbally in appropriate ways.

Monitoring, Review and Continuous Improvement

The Service will:

- Regularly review child safety practices and policies.
- Analyse incidents, complaints and near misses for patterns.
- Conduct internal audits of child safe practices.

- Update policies in response to legislative changes and best practice.

References and Related Policies and Procedures

References

- Office of the Australian Information Commissioner www.oaic.gov.au
- NSW Office of the Children's Guardian <https://ocg.nsw.gov.au/>
- NSW Dept of Education: Guide on the Child Safe Standards for early childhood education and outside school hours care services https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/working-in-early-childhood-education/media/documents/Guide_Child_Safe_Standards.pdf
- Australian Children's Education and Care Quality Authority (ACECQA) www.acecqa.gov.au
- United Nations Convention on the Rights of the Child – www.unicef.org.au
- The Supporting young children's rights: Statement of intent (2015-2018) https://humanrights.gov.au/sites/default/files/supporting_young_children_rights.pdf
- Australian Childhood Foundation www.childhood.org.au
- Australian Government Online Safety Act 2021 <https://www.legislation.gov.au/C2021A00076/latest/text>
- Australian Children's Education and Care Quality Authority (ACECQA) National Quality Standards <https://www.acecqa.gov.au/nqf/national-quality-standard>
- Australian Government Department of Education, Skills and Employment. My Time, Our Place- Framework for School Age Care in Australia. (2022) <https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf>

Related Policies and Procedures

- Delivery and Collection of Children
- Emergency and Evacuation
- Incident, injury, trauma, and illness
- Interactions with Children
- Dealing with Medical Conditions in Children
- Dealing with Complaints
- Sun Protection
- Excursions & Transportation
- Health and Safety
- Play
- Child Protection
- Turramurra OOSH Philosophy
- Turramurra Public School Policy for the Use of Mobile Phones (and similar devices) in School by Students, February 2022.
- South Turramurra OOSH Code of Conduct
- South Turramurra OOSH Risk Register
- South Turramurra OOSH Risk Management Plan
- Safe Use of Digital Technologies and Online Environments

Approval and Revision History

Review Date	Reviewed By	Approved By	Next Review
10/07/2020	Courtney Sparkes	Scott Everard	July 2021
08/08/2021	Courtney Sparkes	Scott Everard	August 2022
16/08/2022	Courtney Sparkes	Scott Everard	August 2023

14/07/2023	Courtney Sparkes	Amy Kitto	July 2024
10/07/2024	Courtney Sparkes	Amy Kitto	July 2024
26/07/2024	CELA	Scott Everard	July 2025
09/08/2025	Scott Everard	Amy Kitto	August 2026
18/08/2025	Scott Everard	Amy Kitto	August 2026
13/06/2026	Courtney Sparkes	Scott Everard	June 2027
10/08/2026	Scott Everard	Scott Everard	August 2027