

PHELC Staff Employment, Students & Volunteers Policy

Policy Statement

Our service believes that educators are the most valuable asset to the quality of care provided and that employing and keeping high quality educators is imperative. We aim to employ the best possible educators and ensure they are fit and proper for employment in our outside school hours care service. A flexible, harmonious working environment is maintained, which ensures the rights of employees are met at all times with educators employed under the appropriate awards and conditions. An orientation process is conducted for all employees to ensure they are aware of the values and practices of the service. Educators receive clear guidelines regarding the expectations for their conduct and are encouraged and supported to further their skills via professional development opportunities. Grievances are addressed quickly and effectively with the highest standards of confidentiality practiced at all times. All educators, volunteers, students and visitors will be informed of their expectations and requirements related to safety and the proper care of children. We will encourage positive and open communication between all parties involved. (National Quality Standards 4.2, 7.1, 7.2 and 7.3) All staff, students and volunteers must conform to the arrangements, hours and ethical standards of the centre, upholding the philosophy and Christian ethos. We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions.

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 adheres to and aligns with legislative requirements related to taking images or videos of children. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

Nominated Supervisor/Responsible Person

PHELC acknowledges its obligation to appoint one or more individuals as Nominated Supervisor/s at services (National Regulation 24) following a determination of the persons suitability to act as the Responsible Persons in charge of the day-to-day operations at the service. In the absence of the Nominated Supervisors, other educators working at the service deemed suitable to perform the responsible person duties, will also be appointed.

Procedure

In determining a person's suitability to act as Nominated Supervisor or Responsible Person, the Approved Provider will ensure that the person/s:

- Be 18 years or over.
- Have adequate knowledge and understanding of the provision of education and care to children (qualifications, skills and work experience).
- Have ability to effectively supervise and manage an education and care service.
- Written consent will be gained from individuals appointed as Nominated Supervisor. The Nominated Supervisor Consent Form will be completed and submitted to the Regulatory Authority via the NQA IT System.



- If uncertainty or concern arises about a candidate's compliance history, the Approved Provider will contact the Regulatory Authority and enquire if the person is subject to a prohibition notice in any state or territory.
- If a matter or incident arises affecting the Nominated Supervisor's ability to meet minimum requirements, a reassessment will be made of the person's suitability to be in the position.
- The Approved Provider, and the Nominated Supervisor/s, may appoint other educators at the service deemed to have the skill and ability, to act as the Responsible Person in day-to-day charge of the service in the absence of the Nominated Supervisor/s or Approved Provider. (Refer Policy – Determining the Responsible Person).
 - o have completed mandatory Child Safety training and be aware of reporting obligations

Responsibilities of Nominated Supervisor

As the persons responsible for the day-to-day management of an approved service, nominated supervisors have a range of responsibilities under the National Law and National Regulations including:

Ensuring educational programs are:

- based on and delivered in accordance with an approved learning framework.
- based on the developmental needs, interests, and experiences of each child.
- designed to take into account the individual differences of each child (section 168).

Supervision and safety of children

- ensuring children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards (sections 165-167).

Entry to and exit from the premises

- ensuring children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment)
- ensuring that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service except when:
- permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Regulations
- the supervisor is aware the parent is prohibited by a court order from having contact with the child (regulation 99)
- ensuring an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision (section 170).

Food and beverages

- ensuring adequate health and hygiene practices and safe practices for handling, preparing and storing food are implemented at the service to minimise risks to children (regulation 77).
- ensuring children being cared for by the service have access to safe drinking water at all times and are offered food and beverages on a regular basis throughout the day (regulation 78).
- ensuring that, where food and beverages are supplied by the service, they are:
 - nutritious and adequate in quantity.
 - chosen with regard to the dietary requirements of individual children (regulation 79) ensuring that, where food and beverages are provided by the service, a weekly menu that accurately describes the food and beverages to be provided is available through Xplor (regulation 80).

Administration of medication

- ensuring that medication is not administered to a child being cared for by the service unless the administration is authorised (except in the case of anaphylaxis or asthma emergency) and is administered in accordance with the National Regulations (regulations 93-96).
- where medication is administered to a child without authorisation in a case of an anaphylaxis or asthma emergency, ensuring that a parent of the child and emergency services are notified as soon as practicable (regulation 94).

Prescription and non-prescription drugs and alcohol

- that while educating and caring for children at the service, all staff must not consume alcohol or be affected by alcohol or drugs (including prescription medication) so as to impair their capacity to supervise or provide education and care to children (regulation 83).

Sleep and rest

- taking reasonable steps to ensure that the needs for sleep and rest of children are met, having regard to the ages, development stages and individual needs of children (regulation 81).

Excursions

- ensuring that a risk assessment is conducted before an excursion in accordance with the National Regulations (regulations 100-101), and specifically that the risk assessment is conducted before authorisation is sought to take a child on the excursion (regulation 102).

Staffing

- ensuring the prescribed educator to child ratios are met and each educator at the service meets the qualification requirements relevant to the educator's role (regulations 123 - 128).

Educational Leader

PHELC acknowledges that the educational leader has an influential role in promoting positive outcomes for children and families. Effective educational leadership builds the capacity of educators by inspiring, motivating, affirming, challenging, and extending their practice and pedagogy. This joint endeavour involves inquiry and reflection and supports ongoing learning and professional development.

Procedures Determining an Educational Leader

When selecting an educational leader, the following skills, knowledge and attributes will be considered:

- Communication and interpersonal skills.
- Comprehensive knowledge of theory relating to childhood education and care, professional standards and approved learning frameworks, and an understanding of evidence-based best practice approaches to teaching and learning knowledge of leadership theory and the use of a range of leadership styles.
- Critical thinking skills, including the ability to analyse and challenge conventional practice and ideas.
- A willingness to mentor and support educators from diverse backgrounds and with varying levels of knowledge and experience.
- A commitment to learning and participating in professional development.

The approved provider will:

- nominate a qualified and experienced educator to take on the educational leader role and responsibilities- this nomination and acceptance will be in writing
- 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
- support the educational leader to fulfill their responsibilities by ensuring opportunities for professional development to support continuous improvement
- ensure the educational leader is aware of the responsibilities and obligations of the role to lead the development and implementation of educational programs in the Service.

Responsibilities

The Educational Leader is responsible for:

- Collaborating with educators and provide curriculum direction and guidance.
- Supporting educators to effectively implement the cycle of planning.
- Lead the development and implementation of an educational program in the service.
- Ensure that children's learning and development are guided by the learning outcomes of the approved learning frameworks.

The Educational Leader also has a role in:

- Guiding and developing educators and families understandings about play-based learning.
- Building the knowledge, skills, and professionalism of educators.

- Building a culture of professional inquiry with educators, coordinators, and staff members to develop professional knowledge, reflect on practice and generate new ideas.

Record of Responsible Person

We are required to keep a staff record which contains information about the name of the Responsible Person at each time that children are being educated and cared for by the service. The Responsible Person on Duty display is updated accordingly.

Display of Responsible Person

The name and position of the Nominated Supervisor will be displayed on the Prescribed Information Sheet so that it is easily visible to anyone attending the service. Given that the Responsible Person in charge may change throughout the day (for example, at a changeover of shifts/excursions), there will be a temporary display (for example on a whiteboard or interchangeable nameplate) at the entrance/foyer of the service.

Record Keeping

A record of the Responsible Person must be kept until the end of 3 years after the staff member works for the service (Section 162, Regulations 150. 177). Such records shall be kept onsite for one year and at provider premises thereafter.

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 Service will require a WWCC prior to beginning any role in the Service (including orientation, volunteering).

The approved provider will:

- keep and maintain accurate records of the status and expiry date of the WWCC for all staff, volunteers and students
- verify all WWCC before any staff, educators, students and volunteers are engaged or commences work in any capacity at the 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 fit and proper status, negative notice or WWCC 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

- require staff, volunteers and students to notify the approved provider, within 72 hours of the event, or within 24 hours of becoming aware of the event, of any changes to their WWCC status, changes to their teacher registration or fit and proper status (including show cause notice, suspension notice, supervision notice, disciplinary notices/orders or prohibition notices)
- notify the regulatory authority within 24 hours of becoming aware of the event or becoming aware of changes to a staff/educator WWCC status including negative notices or changes to teacher accreditation or registration.
- 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 in any state or territory in Australia.

[The National Continuous Checking Capability (NCCC) to monitor the criminal history of WWCC holders across Australia is scheduled to begin in 2026]

Child Safe Recruitment

Interview:

- The selection panel will draw up suitable interview questions, which relate to all aspects of the position and ensure equal opportunity guidelines are followed. The panel will decide who will ask each question.
- An appropriate time frame (approximately 30 minutes) will be allocated to each interview, with a short break between, for discussion.
- A nominated person on the selection panel will contact the applicants to determine the time and date of interview.
- Each applicant will be asked the same questions with their answers recorded.
- All prospective applicants must declare they hold no prohibition or disciplinary notices/orders (including show cause notice, suspension notice, supervision notice) and undergo NQA ITS register checks with any negative findings deeming them unsuitable for employment.
- Staff and educators are advised it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children.
- Management will discuss each applicant and their suitability for the position based on their answers, qualifications and experience, comments from referees, and the selection criteria drawn up by the panel.
- Should management have difficulty in deciding between two applicants, a second interview for these applicants will be conducted, with new questions.
- Management will then make a decision on the applicant for the job according to the selection criteria. The preferred applicant's referees will be contacted to confirm applicant's suitability and checked with the approved screening agency before offering the applicant the position in a 'child related' field.
- Should the applicant decline the position, management will either make a second choice from the other applicants or if none are seen as suitable, re-advertise the position.

Notification:

- Applicants will be given an approximate time that they will be contacted regarding their success for the position.
- A person on the selection panel will notify the successful applicant and negotiate a starting date. Preferably offers of employment will not be made until the screening check has been completed. If this is not reasonably practical, the employment is to be offered subject to the check being completed. Applicants are to be notified of this condition.
- A letter of confirmation will be sent to successful applicant requesting acceptance in writing.
- After the appointment has been made and accepted the other applicants will be notified that the position has been filled.
- Those offered role of Nominated Supervisor are deemed to have accepted the role and responsibilities of Nominated Supervisor by way of accepting the position as prescribed in the position description.
- All potential staff must complete mandatory Child Safety training

(a) Staff Orientation:

- The orientation process will include:
 - Introductions to existing educators and management.
 - Guided tour of the service.

- Being shown where all relevant records are kept.
 - Discussion about working arrangements and expectations, including professional code of conduct and duty of care.
 - Information about the review and appraisal system.
 - Opportunity to ask any questions regarding the service or expectations.
 - Documentation expectations and,
 - All other relevant information
- The new educator will be provided with the following information:
 - Service operation and hours.
 - The service philosophy and policies.
 - Staff Handbook.
 - Emergency procedure duties.
 - All staff will be informed of their responsibilities as a Mandatory Reporter as part of their orientation and induction process. This will involve discussion regarding their current understanding, use of this policy and resources and access to Child Protection training. Information related to sexual grooming will also be provided upon orientation to ensure that staff are fully aware of the signs and limits related to appropriately interacting with children.

STAFF RECORD

Approved providers must keep accurate and up to date information about the nominated supervisor, responsible person, educational leader, staff, volunteers, and students at the Service including:

- Identity and contact information (including full name, address and date of birth)
- role at the service
- place of employment
- qualifications held (including evidence of working towards qualifications)
- if applicable, evidence that the staff member/educator is actively working towards a qualification. If this is the case, the following must be recorded:
 - Proof of enrolment.
 - Documentary evidence that the staff member/educator has commenced the course, is making satisfactory progress towards the completion of the course, is meeting the requirements of maintaining the enrolment
- for educators who are working towards the completion of a Diploma level education and care qualification, proof that they hold an approved Certificate III level education and care qualification or have as completed the units of study that equate to an approved Certificate III level education and care qualification determined by ACECQA.

- approved training completed (including first aid training, current approved anaphylaxis management training, approved emergency asthma management training and approved Child Protection)
- current Working with Children Check (WWCC) or Vulnerable People identifying number, Australian National Police Check and teacher registration (if applicable)
- PRODA RA number (if applicable)
- evidence of the nominated supervisor and educational leaders written consent to the appointment.

This information will be collected and maintained digitally within the [National Educator Register](#) from 2026. The approved provider will ensure the National Register is updated within 14 days of a person being employed, engaged or appointed or within 14 days of changes to information. Our Service will ensure the records are kept in accordance with Reg. 145 and our *Record Keeping and Retention Policy*.

(b) Volunteers, Students and Visitors

All volunteers must be interviewed by the Nominated Supervisor. All volunteers will be required to comply with the WWCC guidelines. Their duties and expectations at the service will be clearly outlined.

- The Nominated Supervisor will provide a modified induction to the service, which will include a tour of the service, introductions to educators, job description for volunteers and code of conduct. The Nominated Supervisor will ensure that they are fully aware of their duties and the services expectations.
- All volunteers will be required to sign in and out.
- Volunteers will be given a copy of relevant policies such as behaviour management.
- Volunteers are not to discuss children's development or other issues with families.
- Volunteers must adhere to all areas of confidentiality.
- Volunteers should never be left alone with or in charge of any children.
- Volunteers will not be used to do tasks that the employed educators normally do.
- Volunteers will be supernumerary when calculating basic educator: child ratios, except on excursions.
- Volunteers will be invited to take part in social activities of the service.

All volunteers must complete mandatory Child Safety training

Students:

- Placements will be offered to high school students who wish to gain work experience as part of a school program.

- The participating school must initiate their work experience, identify the student's suitability and work with the Nominated Supervisor in relation to times and expectations.
- The school must provide written authorization for the student and a copy of their insurance. This will be kept on file.
- For students attending other registered training organizations and studying a relevant field, such as childcare, teaching, recreation or community services, the training organization must initiate the placement, identify the students suitability and work with the Nominated Supervisor in relation to times and expectations. The training organization must provide written authorization for the student and a copy of their insurance. This will be kept on file.
- All placements will be negotiated through the Nominated Supervisor and placement be only accepted on the discretion of the Nominated Supervisor based on issues such as educators ability to supervise and be available to help the students.
- After the Nominated Supervisor sees the placement as worthy they will seek approval for the placement from management at the next meeting or if unable to do so prior to the meeting, get approval from other delegated management member.
- Students will be provided with guidelines identifying their responsibilities, expectations and code of conduct while at the service.
- Students should be made aware of relevant policies such as behaviour management.
- Students are not to discuss a child's development or other issues with the families.
- Students should adhere to all policies concerning confidentiality.
- Students should never be left alone with or in charge of any children.
- Students will not be used to do tasks that the employed staff normally do.
- All students will be required to sign in and out.

All students must complete mandatory Child Safety training

Visitors:

- Visitors may be invited to the service to stimulate the children's program.
- Visitors could include local people or family members with a skill or ability to share with the children and educators or local community resources such as police, fire brigade etc.
- All other visitors must make an appointment to see the Nominated Supervisor at a convenient time.
- Professional access to the service will be at the discretion of the Nominated Supervisor or management or when required by law to do so.
- All students will be required to sign in and out.



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EARLY LEARNING CENTRE

- Professionals include union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the service. If they refuse, the Nominated Supervisor or educator directed by the Nominated Supervisor will call the police for removal.
- No educator is to try to physically remove the unwelcome person, but try to remain calm and keep the person calm as far as possible

National Quality Standard (NQS)

QUALITY AREA 7: GOVERNANCE & LEADERSHIP

7.1.1	Service Philosophy & Service	A statement of philosophy guides all aspects of the service's operations
7.1.2	Management systems	Requires that systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles & Responsibilities	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS 2011

S. 2A	Paramount consideration—safety, rights and best interests of children
S. 3A	Paramount consideration
S.5AA	Meaning of inappropriate conduct
S. 56	Notice of addition of nominated supervisor
S. 56A	Notice of change of a nominated supervisor's name or contact details
S. 87	Application for service waiver for service
S. 174AA	Educators and other staff members of education and care service to notify certain information
S. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA
S. 175	Offence relating to requirement to keep enrolment and other documents
Part 6A	Devices in education and care services
S. 178	Suspension of education and care by certain persons
S. 178A	Supervision of certain persons providing education and care
S. 188	Offence to engage person to whom prohibition notice applies
S. 188A	Offence to give false or misleading information to approved provider about prohibition notice False or misleading information about certain notices
S. 269B	National Early Childhood Worker Register
S. 269E	Approved provider must give information to the National Authority for the National Early Childhood Worker Register
10	Meaning of <i>actively working towards a qualification</i>
11	Meaning of <i>in attendance</i> at a centre-based service
13	Meaning of <i>working directly with children</i>
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
126	Centre-based services – general educator qualifications
126A	Illness or absence of a qualified educator who is required to meet the relevant educator to child ratio
130	Requirement for early childhood teachers – centre-based services – fewer than 25 approved places
131	Requirement for early childhood teacher—centre-based services—25 or more approved places but fewer than 25 children
132	Requirement for early childhood teacher—centre-based services—25 to 59 children
133	Requirement for early childhood teacher—centre-based services—60 to 80 children
134	Requirement for early childhood teacher—centre-based services—more than 80 children
135	Early childhood teacher illness or absence
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
152	Record of access to early childhood teachers
152A	Record of replacement of educator
152B	Record of replacement of early childhood teacher or suitably qualified person
168	Education and care services 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 or procedure
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
239A	Centre-based services in remote and very remote areas—attendance of early childhood teachers
240	Centre-based services in remote and very remote areas – qualifications for educators
241	Persons taken to hold an approved early childhood teaching qualification
242	Persons taken to be early childhood teachers
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
272	Early childhood teachers- children preschool age or under
372	Educator to child ratio—pre-kindergarten program or kindergarten program provided by a school

373	Early childhood teachers—pre-kindergarten program or kindergarten program provided by a school
379	Educators required to be early childhood teachers

Related References

Child Protection Legislation Workplace Health and Safety Legislation My Time, Our Place

Review

POLICY REVIEWED: February 2026

POLICY REVIEWED BY: Suzi Scott

NEXT REVIEW DATE: February 2027

- **MODIFICATIONS:** added information to strengthen child safety requirements
- added information related to staff record
- additional information added re: additional children-emergency situations
- added information about National Educator Register
- policy reviewed out of regular calendar review due to legislation changes for child safety- National Law and National Law [NSW] amendments