

Child Safe Environment Policy

Purpose

This policy outlines how we create and maintain a child safe environment. We take all reasonable steps to protect children from harm and ensure their rights are respected. Child safety is embedded in everything we do and always takes priority over other considerations.

National Quality Standard & National Laws & Regulations

The OSHC Service adheres to the National Quality Standards. Within Quality Area 2, each child is protected and reasonable precautions and adequate supervision are maintained at all times to prevent harm and hazards. Incident and emergency management plans are developed, practiced, and implemented in consultation with relevant authorities. Management, educators, and staff are aware of their responsibilities to identify and respond to children at risk of abuse or neglect. Within Quality Area 5, positive educator-to-child interactions are maintained through responsive and meaningful engagement, which supports children to feel secure, confident, and included.

Scope

- This policy applies to all children, families, staff, management, and visitors of the OSHC Service.

Commitment to Child Safety

- We are committed to being a child safe organisation with zero tolerance for child abuse. We actively promote children's rights, encourage their participation, and ensure they feel safe, heard, and respected. We respond to any concerns, disclosures, or allegations of harm promptly and in line with child protection laws.

National Principles for Child Safe Organisations

- The OSHC Service is committed to embedding child safety in leadership, governance, and organisational culture. Protecting children is a priority in all decisions and practices. Children are encouraged to participate in decisions affecting them, and their suggestions and ideas are respected. The Service promotes diversity and equity, supporting children from culturally and linguistically diverse backgrounds as well as children with disabilities. The OSHC Service responds promptly to any disclosures, allegations, or suspicions of abuse, ensuring a child-safe environment is maintained at all times.

Child Safe Environment Policy

Recruitment and Staff Screening

All staff and volunteers undergo a rigorous recruitment, screening, and selection process. This process ensures candidates have the appropriate skills, qualifications, and commitment to child-safe practices. Staff induction includes training on the Code of Conduct, policies, procedures, risk assessments, identifying and responding to child abuse, grievance processes, and work health and safety requirements. Working with Children Checks are verified and maintained to ensure that all staff remain suitable for working with children. All new educators from September 2025 will also undergo a Police check as well as WWCC before recruitment.

Child Protection and Mandatory Reporting

Educators and staff are mandatory reporters and must act when there are reasonable grounds to suspect a child is at risk of significant harm. All staff receive up-to-date training regarding child protection law, reporting obligations, and procedures. Allegations or convictions of child-related misconduct by any staff member, volunteer, or contractor are reported to the Office of the Children's Guardian under the Reportable Conduct Scheme. All such matters are handled confidentially, while fulfilling legislative requirements to protect children.

All educators must undergo Child Protection Training also. This will need to be done within three months of their job training.

Notification of Serious Incidents

The Approved Provider must notify the Regulatory Authority of any serious incident occurring at the service within 24 hours of becoming aware of the incident. The notification must be submitted through the National Quality Agenda IT System (NQA ITS) and supported by all required incident records and relevant information. Parents or guardians must also be notified as soon as practicable, but no later than 24 hours after the incident occurs.

Child Safe Environment Policy

Supervision and Physical Environment

- Active supervision is implemented in all areas of the service, including outdoor areas, excursions, and transportation of children. Only educators actively working with children are included in educator-to-child ratios, and staff rosters are structured to ensure supervision at all times. Risk assessments identify potential hazards, and safety checks are conducted regularly to maintain a secure and developmentally appropriate environment. Equipment, furniture, and play areas are regularly audited to ensure they are safe, clean, and suitable for children from Kindergarten to Year 6.

Storage of Hazardous Substances

Hazardous substances and chemicals are securely stored out of children's reach and handled safely. The service uses child-safe cleaning products and conducts cleaning when children are not present or are relocated to a separate area. Educators are trained to follow safety procedures to reduce risks from chemical exposure, burns, or slips during cleaning activities.

Arrival and Departure

Children are only released to authorised persons listed on enrolment forms. Accurate records of arrivals and departures are maintained in compliance with National Regulations, and educators ensure children feel safe and secure during these transitions.

Child Safe Environment Policy

Working With Children Checks (WWCC)

All staff, volunteers, and students must have a valid Working With Children Check (WWCC) before working at the service. These checks are verified and monitored to ensure they remain current. Anyone without a valid WWCC will not be permitted to work with children.

Child Protection Responsibilities

All staff are mandatory reporters and must report any concerns about a child's safety or wellbeing. Staff receive regular training to understand how to recognise, respond to, and report concerns. We follow all legal requirements and support children and families throughout the process.

Reporting Concerns and Complaints

We take all concerns and complaints seriously. Children, families, and staff are encouraged to raise concerns, and multiple ways to report are available. Any concerns about a child's safety will be acted on immediately and reported where required. If educators observe, suspect or receive any allegations or disclosures that a staff member or volunteer is engaging or has engaged in inappropriate conduct, you must notify the NSW Early Learning Commission, which is the independent regulator for ECEC in NSW. Approved Providers should make reports via [NQA ITSExternal link](#).

Supervision and Physical Environment

Children are supervised at all times using active supervision strategies. The environment is regularly checked to ensure it is safe, clean, and suitable for children. Risks are identified and managed through ongoing risk assessments.

Risk Management

We identify and manage risks to ensure children's safety in all activities, including daily routines and excursions. Staff are responsible for completing risk assessments and following safe practices at all times.

Arrival and Departure

Children are only released to authorised persons listed on their enrolment record. Identification may be required, and all arrivals and departures are recorded to ensure children's safety.

Online Safety

We provide a safe online environment by supervising children's use of technology and using secure systems. Personal devices are not used to take photos or videos of children. All digital practices follow child safe guidelines.

Child Safe Environment Policy

Safe Environment Practices

Hazardous materials are stored safely, and equipment is regularly checked and maintained. The service environment is kept clean, safe, and suitable for children's age and development.

Emergency Procedures

Emergency and evacuation procedures are in place and practised regularly. Staff are trained to respond quickly and effectively to ensure children's safety in any situation.

Continuous Improvement

We regularly review and improve our child safe practices. Feedback from children, families, and staff is encouraged to help us maintain a safe and high-quality environment.

Key Principles

Child safety is our highest priority. We are committed to creating a safe, inclusive, and supportive environment where all children feel secure, respected, and empowered.

Child Safe Environment Policy

Code of Conduct

- All staff, volunteers, and students adhere to a strict Code of Conduct, which includes supervising children at all times, protecting them from harm, maintaining a drug- and alcohol-free environment, respecting children's dignity and privacy, and reporting any concerns or incidents in accordance with legislation and service policies. Staff act as positive role models and support children in developing safe and respectful behaviours.

Out-of-Bound Areas

- To ensure the safety of all children, certain areas within the OSHC premises are strictly designated as out-of-bound. These areas include the kitchen, storage sheds, and office spaces. Children are not permitted to enter these spaces due to potential hazards such as sharp objects, hot surfaces, chemicals, tools, or office equipment.
- Clear signage is displayed in each of these areas to communicate restrictions, using age-appropriate symbols and language to ensure children understand. Staff are trained to actively monitor these areas and prevent children from entering, intervening promptly when boundaries are breached.
- Educators also take the time to explain to children why these spaces are unsafe, reinforcing understanding through age-appropriate discussion. The policy has been strengthened due to past incidents, highlighting the importance of vigilance and ongoing staff supervision. By maintaining strict control of out-of-bound areas, the service ensures children remain safe while engaging in activities in approved spaces.

Child Safe Standards and Paramountcy Principle

- The Service is committed to upholding the National Principles for Child Safe Organisations and embedding a strong child safe culture across all practices. In accordance with the Paramountcy Principle, the safety, wellbeing and best interests of the child are the primary and overriding consideration in all decisions, actions and practices undertaken by the Service, including the creation and maintenance of a child safe environment.
- This means that all aspects of the Service's operations, including supervision, risk management, environment design, staff practices and procedures, must prioritise the protection of children from harm and hazards above all other considerations. Educators, staff and management are required to exercise professional judgement and take all reasonable precautions to ensure that environments are safe, secure and responsive to children's needs, and that risks are identified, assessed and effectively managed at all times.
- The Service will ensure that child safety is embedded in everyday practice through active supervision, ongoing risk assessments, safe recruitment and training, and clear procedures for responding to concerns, incidents and emergencies. Children will be supported to feel safe, heard, respected and included, with their rights upheld and their participation encouraged in decisions affecting them.
- All practices must prioritise the protection, safety and wellbeing of children, ensuring that the environment, interactions and systems within the Service consistently support a safe, inclusive and protective environment for every child

Child Safe Environment Policy

First Aid Procedures

All educators at the OSHC Service hold a valid and current first aid certification, which is maintained through mandatory annual refresher courses. Staff are trained to respond promptly and effectively to any medical emergency, including minor injuries, allergic reactions, or more serious incidents.

First aid training includes CPR, anaphylaxis management, choking, wound care, and emergency response procedures. Educators are positioned strategically across indoor and outdoor spaces to ensure immediate response capability. In the event of an incident, staff provide first aid while maintaining supervision of other children, contact emergency services if required, and notify parents or guardians as soon as possible.

Detailed records of all first aid administered are maintained, including the nature of the injury, the response provided, and any follow-up actions. This process ensures accountability, compliance with regulations, and continuity of care. First aid policies have been reinforced following past incidents, emphasizing prompt action, documentation, and communication with families to prevent recurrence and maintain trust.

Cleaning Procedures

Cleaning practices at the OSHC Service are designed to prioritise both hygiene and child safety. All cleaning activities are conducted when children are either relocated to a safe area or outside the room being cleaned, preventing exposure to cleaning chemicals, wet surfaces, and equipment hazards.

Educators are trained in the safe handling of all cleaning products and the importance of proper dilution, storage, and disposal. Child-safe cleaning products are used wherever possible to minimise chemical risk. Rooms are ventilated during cleaning to reduce exposure to fumes, and all wet surfaces are dried thoroughly before children re-enter the space. Staff also ensure that all cleaning equipment, such as mops and buckets, is stored securely after use.

Cleaning schedules are documented and monitored to ensure compliance with regulatory requirements and to provide transparency and accountability in maintaining a safe, hygienic environment. These procedures have been strengthened following incidents where children were at risk of slips, exposure to chemicals, or accidental access to unsafe areas, reinforcing the importance of rigorous safety practices during cleaning.

There is to be no hot water with mopping done with any children present in the room. All children are to be evacuated when cleaning is being done.



Child Safe Environment Policy

Review

Date:	Changes:	Reviewed by:
26/11/2021	New policy (All updated)	Charmayne Nathan
27/02/2024	Out of bound Areas, Cleaning Procedures & First Aid Procedures were added.	Charmayne Nathan
10/09/2025	Hot water cleaning procedure introduced as well as made policy more easier to understand for families.	Charmayne Nathan
22/04/2026	Procedure was updated due to new laws and regulations	Charmayne Nathan
24/4/2026	Child Safe Standards & Paramountcy Principle was implemented in align with new laws and regulations	Charmayne Nathan
17/09/2026	Added the requirement that all serious incidents must be reported to the Regulatory Authority through the NQA ITS within 24 hours of the Approved Provider becoming aware of the incident. Also clarified that parents or guardians must be notified as soon as practicable and no later than 24 hours after the incident.	Charmayne Nathan