



Staffing Policy

Policy Statement:

Pennant Hills Before and After School Care Service values its staff as its most important asset and is committed to fair, transparent, and inclusive employment practices. We are committed to ensuring that every child's safety and wellbeing are paramount in the decision-making process when recruiting staff. Staff are expected to maintain professional conduct, confidentiality, and a harmonious working environment and can expect to be treated fairly with equality and consideration. Through supportive leadership, comprehensive compliance with regulations and ongoing professional development, we strive to create a safe, flexible, and respectful workplace that promotes the wellbeing of children, families, and staff.

Definitions:

Director/Nominated Supervisor: The person legally responsible for compliance with the Education and Care Services National Regulations and National Quality Standards. Holds overall accountability for the service's operations.

Assistant Director/Educational Leader: A qualified staff member who supports the Director in leadership, curriculum, and supervision responsibilities.

Responsible Person in Charge (RP): A senior staff member designated to be in day-to-day charge of the service when the Director or Nominated Supervisor is absent.

Senior Staff: Educators appointed to higher classification levels (eg Level 6 or above under the Children's Services Award) who may supervise other staff and act as RP or have additional administrative responsibilities.

Educator: Any staff member employed to provide direct care and supervision of children, whether qualified or unqualified, full-time, part-time, or casual.

Working with Children Check (WWCC): A mandatory screening process under NSW law to assess suitability for child-related work.

Award Classification: The level of employment and pay rate determined under the Children's Services Award 2010 or Clerks - Private Sector Award, based on qualifications, age, and experience.

Casual Loading: The additional 25% payment applied to casual employees in lieu of leave and redundancy entitlements.

National Employment Standards (NES): Minimum employment entitlements under the Fair Work Act 2009, including leave, hours of work, and termination rights.

Considerations:

- Education and Care Services National Law:
 - Section 162(a): Offence relating to the presence of prohibited persons on the premises
 - Section 165: Offence to inadequately supervise children
 - Section 166: Offence to use inappropriate discipline
 - Section 167: Offence relating to protection from harm and hazards
 - Section 169: Offence relating to staffing arrangements not meeting requirements
 - Section 170: Offence relating to staff members not meeting prescribed requirements
 - Section 174: Offence relating to failure to notify certain information to Regulatory Authority
 - Section 175: Requirement to keep prescribed information by approved provider
 - Section 178: Offence relating to false or misleading information
 - Amendment Act 2025 NSW
- Education and Care Services National Regulations:
 - Regulation 84: Awareness of child protection law
 - Regulation 122-124: Educator qualifications and requirements
 - Regulation 126: Requirement for qualified and experienced educators
 - Regulation 136: First aid, anaphylaxis, and asthma training
 - Regulation 155: Interactions with children
 - Regulation 168: Policies and procedures to be followed
 - Regulation 168 (2)(i) (ia) and (i) (ib) requires reasonable enquiries into suspension or prohibition notices
 - Regulation 170: Staff to follow service policies and procedures
 - Regulation 173: Display of service information
 - Regulations 174-176: Prescribed information for Regulatory Authority
- National Quality Standard (NQS):
 - 4.1.1: Organisation of educators ensures children's safety and supervision
 - 4.1.2: Educators are responsive and support children's learning and development
 - 4.2.1: Professional collaboration supports quality practice
 - 4.2.2: Professional standards guide practice, interactions, and relationships
 - 7.1.1: Service philosophy and purpose guide all aspects of operations
 - 7.1.2: Management systems enable effective service operation
 - 7.1.3: Roles and responsibilities are clearly defined and understood
 - 7.2.1: Effective leadership promotes a positive organisational culture
 - 7.2.2: Continuous improvement is embedded in service practice
- OSHC Code of Professional Standards

- Children's Services Award 2010 [MA000120]
- Clerks – Private Sector Award [MA000002]
- Fair Work Act 2009
- Fair Work Legislation Amendment (Closing Loopholes No. 2) Act 2024
- Equal Opportunity Act 2010
- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Work Health and Safety Act 2011 (NSW)
- Superannuation Guarantee (Administration) Act 1992
- "My Time, Our Place" Framework for School Age Care (MTOP)

Policy:

Staff Selection & Recruitment:

Pennant Hills BASC commits to a structured, staged child-safe recruitment process that prioritises the safety, wellbeing and rights of children at every point of engagement.

Child safe recruitment is undertaken as an integrated process comprising the following stages:

1. Child safe role design and position descriptions
2. Child safe advertising and candidate attraction
3. Pre-screening and shortlisting, including identification of potential risks
4. Child focused and behaviour-based interviews
5. Child safety specific referee checks
6. Background, clearance and reasonable enquiries checks
7. Structured induction and probation
8. Ongoing monitoring, supervision and performance development

Each stage is designed to assist the service to make informed, defensible decisions about a person's suitability to work with children and is applied consistently across all roles.

Qualifications for Director:

- Must hold qualifications as outlined in the National Quality Standards (NQS).
- Must understand their role as Nominated Supervisor and show willingness to assume legal responsibility for compliance.
- Desirable to have a minimum of two years' experience in a relevant field.
- Must hold a current First Aid Certificate or be willing to undertake training promptly.
- Must hold accredited Asthma and Anaphylaxis training or be willing to undertake training promptly.
- Must hold accredited Child Protection training or be willing to undertake training as soon as possible.

- Must be of good character and a fit and proper person.
- Must provide at least two recent references, to be verified by the Parent Management Committee.
- Must demonstrate a strong interest and genuine desire to work with children.
- Must have the ability to supervise, mentor, and support staff effectively.
- Must have strong communication skills with children, staff, parents, school employees, and the Parent Management Committee.
- Must be a minimum of 21 years of age.

Qualifications for Assistant Director(s)/Educational Leader:

- Must have relevant training and/or experience to successfully fulfil the position, with demonstrated leadership capacity.
- Must hold a current First Aid Certificate or be willing to undertake training promptly.
- Must hold accredited Asthma and Anaphylaxis training or be willing to undertake training promptly.
- Must hold accredited Child Protection training or be willing to undertake training as soon as possible.
- Must understand they may be required to take on the role as Nominated Supervisor when required and show willingness to assume full legal responsibility for compliance with the Education and Care Services National Law and Regulations.
- Must demonstrate the ability to support the Director in overall service management, including program coordination, staff supervision, and policy implementation.
- Must be of good character and a fit and proper person, entrusted with the welfare of children and the leadership of staff.
- Must demonstrate a strong interest and genuine desire to work with children, while also inspiring and mentoring educators to extend their practice.
- Must have the ability to communicate effectively with other adults, children, staff, parents, school employees, and the Parent Management Committee, acting as a key point of contact for families and stakeholders.
- Must be capable of stepping into the Director's role when required to ensure continuity of leadership and decision-making.
- Must be a minimum of 18 years of age.

Senior Staff and Responsible Persons in Charge:

- Must have relevant training and/or experience to successfully fulfil the position.
- Must hold a current First Aid Certificate or be willing to undertake training promptly.
- Must hold accredited Asthma and Anaphylaxis training or be willing to undertake training promptly.
- Must hold accredited Child Protection training or be willing to undertake training as soon as possible.

- Must understand they are likely required to take on the role as Nominated Supervisor and show willingness to assume legal responsibility for compliance.
- Must be of good character and a fit and proper person, entrusted with the welfare of children.
- Must demonstrate a strong interest and genuine desire to work with children.
- Must have the ability to communicate effectively with other adults, children, staff, parents, school employees, and the Parent Management Committee.
- Must be a minimum of 18 years of age.

A designated Responsible Person in Charge (RP) must be present at the centre at all times when the service is operating.

In the event that the service only has one staff member as Nominated Supervisor and this staff member is on leave, the Responsible Person in Charge may be asked to sign on as Nominated Supervisor in their absence. They will be paid an allowance for the increased responsibility for the duration of their time in this role.

For more information on role responsibilities, governance and management, please see our Governance & Management Policy.

Advertising & Recruitment:

Advertising for staff positions will state the Service's commitment to child safety and children's rights. They will be conducted in a transparent and professional manner, ensuring equal opportunity for all applicants. Advertisements will be placed online where possible, as well as through TAFE, universities, and within the centre and school community. This approach ensures that vacancies are promoted widely and reach a diverse pool of candidates.

Position descriptions will:

- Identify child safety as a core responsibility of the role.
- Outline expected child safe behaviours and professional boundaries.
- Reflect mandatory reporting and Working with Children Check (WWCC) obligations.

They will include:

- Job title
- Hours of work and relevant award information
- Applicant information required (resume, references, contact details)
- Closing date and application email address
- Contact name, phone number and/or email for further information
- Links will be provided in the job advertisement to:
 - Statement of Commitment to Child Safety

- Child Protection Policy
- Child Safe Code of Conduct

Applicants will be contacted promptly after the closing date to arrange interviews. Each shortlisted candidate will be provided with a copy of the job description, a new employee information pack, and the relevant WWCC forms. Where more than one applicant is deemed suitable, a second interview may be conducted to assist in the final decision-making process.

Recruitment responsibilities are shared between the Parent Management Committee (PMC) and the Director. The PMC is responsible for recruiting the Director, while the Director oversees the recruitment of the Assistant Director/s and other staff. However, the PMC retains the final decision for the Assistant Director position.

Those responsible for recruitment will:

- Prepare a job description and selection criteria for the position
- Organise advertising, ensuring WWCC requirements are included
- Request applicants consent for screening
- Arrange interviews and prepare appropriate questions
- Contact applicants to schedule interviews
- Conduct interviews in a fair and consistent manner
- Verify that the preferred applicant has been approved under the WWCC
- Offer the position to the successful candidate and notify unsuccessful applicants
- Prepare a letter of employment and contract, including commencement date
- Provide each new employee with a comprehensive information pack

Interviews:

Interviews will include:

- Behavioural and situational questions focused on child safety.
- Exploration of attitudes towards children and professional boundaries.
- Assessment of understanding of child safe obligations and reporting requirements.

Pre-Screening Checks and Shortlisting:

The service will assess each applicant's suitability to work with children, including consideration of any indicators of potential risk. This may include:

- Unexplained gaps in employment history
- Frequent or short-term employment in child related roles
- Inconsistencies between applications, interviews or referee information.

- Reluctance to provide recent or relevant referees.

Referee Checks

Prior to engagement:

- At least two referees will be obtained, including one from the most recent relevant role where possible.
- Referees will have directly supervised or managed the applicant.

Referee discussions will include questions about:

- The applicant's conduct and interactions with children.
- Any concerns regarding suitability to work with children.
- Any disciplinary, performance or behaviour issues relevant to child safety.

No position will be formally offered until the WWCC has been received and verified.

The NQAITs register of prohibited persons will also be checked.

Once the successful applicant has accepted the role, a letter of confirmation will be issued requesting written acceptance. All other applicants will then be notified that the position has been filled.

Equal Employment Opportunity:

We are committed to upholding Equal Employment Opportunity (EEO) principles and actively supporting the legislation that protects the rights of all applicants and employees. We believe that fair and transparent recruitment practices are essential to maintaining a diverse, inclusive, and professional workforce.

All staff positions will be advertised in accordance with Equal Opportunity Legislation. We ensure that no person is discriminated against on the basis of cultural background, religion, gender, sexuality, age, disability, marital status, or income. This commitment extends to every stage of the recruitment process, from advertising and interviews through to final selection.

To guarantee fairness, all applicants and referees are asked the same questions, and all candidates are assessed against consistent selection criteria. Selection decisions are made solely on the basis of suitability for the position, with consideration given to:

- Relevant qualifications and experience
- Appropriate knowledge to meet the needs of children and families
- Strong communication skills
- Demonstrated ability to be a fit and proper person for the role, including completion of the Working with Children Check
- Appropriate responses to interview questions

Employment Conditions:

Staff Classifications:

All staff employed at the service will be classified and remunerated in accordance with the Children's Services Award 2010 and, where applicable, the Clerks - Private Sector Award. Classification levels, starting rates, and progression are determined by the employee's role, qualifications, age, and experience.

Rates of pay for all staff are updated annually by the Fair Work Commission each July. Experienced staff are appointed at a classification level that reflects their qualifications and demonstrated experience. Progression through classification levels is supported by annual appraisals and performance reviews, which are used to assess eligibility for reclassification or advancement.

Casual Staff:

Casual employees are paid an hourly rate inclusive of a 25% casual loading, in lieu of leave and redundancy entitlements. Casual educators who maintain a regular pattern of work for more than 12 months may be offered permanent employment.

Hours Worked Directly with Children:

In accordance with Regulation 15, the service must maintain a record of all educators working directly with children. This record includes the name of each educator and the specific hours they are engaged in direct care and supervision. At our service, this requirement is met through the use of staff timesheets, which also record the name of the Responsible Person in Charge.

The purpose of maintaining these records is to demonstrate compliance with educator-to-child ratio requirements and to ensure that adequate supervision is consistently provided. This approach aligns with the regulatory intent, which is to allow authorised officers to monitor staffing arrangements and confirm that children are being appropriately supervised at all times.

Personal Leave:

Full-time and part-time employees are entitled to 10 days of paid personal leave per year, which accrues progressively and carries over from year to year. Personal leave may be taken when an employee is unfit for work due to illness or injury, and evidence such as a medical certificate may be required.

Carer's leave is part of personal leave entitlements and allows employees to take time off to care for immediate family or household members who are ill, injured, or facing an emergency. Full-time and part-time employees may use their accrued paid personal/carer's leave, while casual employees may access up to two days of unpaid carer's leave per occasion.

Annual Leave:

Full-time employees accrue four weeks of paid annual leave per year of service, in line with the National Employment Standards (NES). Part-time employees accrue 4 weeks pro rata. Annual leave must be negotiated with centre management to ensure staffing levels are maintained, and applications require a minimum of two weeks' notice. Leave balances are paid out upon termination of employment.

Jury Duty:

Employees required to attend jury service are entitled to leave under the Fair Work Act 2009. Permanent full-time and part-time staff will be reimbursed for the difference between their ordinary wages and the jury service allowance for up to 10 days, provided they supply official evidence of jury service selection and the payment received from the courts. This entitlement does not extend to casual employees.

Study Leave:

Employees may request study leave in line with the Children's Services Award 2010. Leave without pay may be granted at centre management's discretion, and staff are encouraged to pursue professional development opportunities, particularly if it is relevant to the industry.

Parental Leave:

Parental leave allows employees to take time away from work for the birth or adoption of a child. It can be taken as unpaid parental leave under the Fair Work Act (FW Act) or as government-funded Parental Leave Pay (PLP).

Unpaid Parental Leave:

Employees who have worked at the service for at least 12 months, including casual employees who have worked regularly for at least 12 months, can take unpaid parental leave when they or their partner give birth or adopt. Each parent can take up to 12 months, with the option to request an extension for another 12 months (up to 24 months total if the employer agrees). Leave can be taken continuously, flexibly, or in combination.

Employees have a return-to-work guarantee, meaning they can return to their original role or, if that role no longer exists, to a comparable position in status and pay. Rules apply around notice, timing, and evidence requirements, and employers must respond appropriately to extension requests.

Government-Funded Parental Leave Pay (PLP):

The Australian Government provides PLP at the National Minimum Wage, managed through Services Australia. This payment does not extend the unpaid leave period under the FW Act but gives financial support during leave.

Employees can take PLP as a single block, multiple blocks, single days, or a mix, allowing them to align payments with their previous work patterns. PLP can be combined with other forms of paid or unpaid leave, and employees may work before or after PLP periods.

Rostered Hours:

Significant changes to rosters (which includes rostered hours and days of work) must be communicated to staff with seven (7) days' notice. All rosters must be published at least one (1) week in advance.

Overtime & Time in Lieu:

Overtime applies when employees work beyond their ordinary hours as defined in the Children's Services Award 2010. Staff are paid overtime when children are collected later than 6:15pm, to recognise the additional duty of care required outside standard operating hours. Overtime is also payable when staff work longer than 8 hours in a single day.

Overtime can be taken as time in lieu or paid as overtime by full time staff, if they ensure they are working their full-time hours each fortnight.

Payment:

Staff salaries are paid fortnightly, on a Tuesday, in arrears for the preceding two weeks. Payments are made via direct electronic funds transfer into an account nominated by the staff member at an Australian-based financial institution. Pay slips are issued electronically to each employee's nominated email account.

Allowances:

Uniforms are not compulsory and consequently are not included in pay allowances. However, staff may choose to claim laundry allowances in their tax return. A split shift (or broken shift) allowance is payable at the award rate when an employee works a split shift (both a morning and afternoon shift on the same day).

Superannuation:

The service complies fully with the Superannuation Guarantee (Administration) Act 1992. Compulsory employer contributions are paid into a superannuation fund nominated by the employee. Where no nomination is made, contributions are deposited into the service's default fund.

Breaks:

Employees are entitled to rest and meal breaks in accordance with the Fair Work Act 2009. Generally, this includes a 30-minute unpaid meal break after five hours of work, along with paid 10-minute rest breaks where applicable. For detailed entitlements, staff should refer to the Breaks section on the Fair Work Ombudsman website.

Breaks must be scheduled to ensure adequate supervision of children at all times. This requirement is particularly critical during vacation care programs, where extended hours demand rostered breaks. Supervisors are responsible for coordinating break times so that ratios are maintained.

Leaving Gifts:

After staff have completed 3 years of service at the centre, as an appreciation of their continuity they will be given a gift voucher or equivalent gift upon leaving the centre at a value approved by the Parent Management Committee.

The gift is to be purchased by the Director or nominated staff member.

Induction & Conduct:**Orientation:**

A new educator's orientation begins with introductions to the team and centre management, followed by a guided tour of the service. They are shown where records are kept and engaged in a discussion about working arrangements, expectations, the professional code of conduct, and duty of care. The review and appraisal system is explained, and time is provided for questions to ensure clarity and confidence in their role.

The educator will also be provided with:

- Centre operation and hours
- Service philosophy and policies
- Child Safe Code of Conduct
- OSHC Code of Professional Standards
- Job description
- List of current educators, centre management, and their positions

- Terms and conditions of employment
- MYOB invitation to complete personal details, banking details, superannuation and taxation forms
- Appropriate lines of communication with educators and centre management
- Child protection and mandatory reporting obligations
- Expectations regarding professional boundaries and appropriate conduct
- Supervision arrangements and risk management practices

Completion of the National Child Safety training is a condition of employment and continuing child related work.

All new employees are subject to a probationary period during which their suitability to work with children is actively assessed through supervision, feedback and monitoring.

During their first few weeks, new staff will be guided through the centre's orientation checklist, which outlines how each area operates and highlights important routines. To support practical learning, they will participate in shadowing shifts where they are placed with another educator, out of ratio, to observe and practice established procedures. These shadowing shifts continue until the educator demonstrates confidence in their knowledge and practice, with centre management determining readiness. The same approach applies to staff training for the role of Responsible Person in Charge, where shadowing shifts are required before independently running a session.

For senior and centre management positions, the centre aims to provide a structured handover period, allowing incoming staff to learn directly from their predecessor. Where timing does not allow for a full handover, it becomes the responsibility of centre management to ensure that adequate training and support are provided. This ensures that staff stepping into leadership roles are equipped with the knowledge and confidence needed to fulfil their responsibilities effectively.

Professional Standards:

All new educators are introduced to the [OSHC Code of Professional Standards](#), duty of care, and service expectations during orientation. They are made aware of their responsibility for supervision and the maintenance of health and safety of all children and are expected to uphold professional behaviour throughout their employment.

Educators must understand and perform their duties as outlined in their job description, while also engaging in ongoing training and development. Centre management ensures that resources are available to support professional growth. Educators are expected to follow the service's philosophy and policies, raising any concerns in line with centre grievance procedures.

To maintain a safe, respectful, and professional environment, staff are required to:

- Arrive on time and dress appropriately for their duties (closed toe shoes, clothes that are not revealing and consider sun safety eg sleeved shirts and hats)

- Refrain from attending work under the influence of drugs or alcohol
- Notify the service promptly if unfit to work due to illness or injury
- Use language that is respectful and not offensive to colleagues, families, or children
- Maintain privacy and confidentiality at all times
- Adhere to child protection policy and laws
- Respect the smoke-free and vape-free status of the service, avoiding smoking or vaping in or around the building or in sight of children

Positive relationships and effective communication with families are essential to the quality of the service. Teamwork is a core expectation, and any conflicts must be addressed through the grievance procedures.

Breaches of professional standards are addressed immediately by centre management. If the concern involves the Director, two members of the Parent Management Committee will conduct the discussion. All discussions are documented, with standards and expectations clearly explained. For more information, see our Management of Complaints Policy.

Communication Expectations:

- Educators and Centre Management:

Communication between educators and centre management must be respectful, courteous, and professional at all times. The Director serves as the primary line of communication, ensuring issues raised by educators are reported to the Parent Management Committee through monthly reports or, if urgent, addressed immediately. Educators may be invited to meetings to discuss concerns, or they may submit issues in writing directly to the Parent Management Committee if they prefer not to go through the Director. Where conflicts arise, matters will be managed following grievance procedures (see Management of Complaints Policy).

To ensure compliance with the “Right to Disconnect” amendment to the Fair Work Act 2009, it is important to note that centre management may contact staff outside hours, only, when necessary, but staff are not obliged to respond unless the situation is urgent or legally required. Examples of urgent situations include but are not limited to child safety incidents, WHS emergencies or compliance deadlines.

Appropriate communication methods include:

- Nominated email address
- Phone call or text message
- Via approved digital workspaces (eg Slack, Teams)

- Educators and Families:

Educators are expected to foster open, supportive communication with families, treating them with respect and understanding. They must acknowledge and respect family differences, cultural practices, and the need for childcare without judgment. Educators will greet and farewell families each session and maintain ongoing communication about children's wellbeing, achievements, and any concerns. Conversations should remain positive and constructive.

Communication with families may occur through:

- Personal conversations
- Emails
- Phone calls
- PHBASC Facebook group / Instagram
- Notice boards and displays
- Daily diary
- Newsletters

Educators must ensure families are aware of all communication channels, maintain confidentiality, and refer families to appropriate professionals when issues fall outside their role.

- Educator to Educator:

Educators are expected to work collaboratively, treating each other with respect, empathy, and professionalism. Teamwork and support are essential, and staff meetings provide an appropriate forum to raise concerns or contribute ideas. Educators must stay informed of policy changes and service notices.

Concerns about another educator's practices should first be addressed directly with that person. Where conflicts cannot be resolved, matters will be managed following grievance procedures (see Management of Complaints Policy).

Performance & Development:

Review & Appraisal:

All permanent educators are informed of the appraisal system upon acceptance of their position and provided with details during orientation. Reviews are scheduled to support professional growth and ensure expectations are met:

- Initial review after one month in the role
- Three-month review to assess progress and integration
- Annual appraisal conducted in line with the financial year (approximately May or early June)
- Additional reviews may be arranged earlier if required

Educators receive at least two weeks' notice of an upcoming appraisal, with a mutually convenient time arranged. The appraisal system outlines clear expectations for each position, identifies performance measures, and ensures two-way communication. It serves as a constructive process for improving performance and identifying future training needs.

At the conclusion of each appraisal, a personal development plan (PDP) is created, setting agreed goals, training requirements, and actions for improvement. Both educator and management sign this plan to confirm commitment. This will be worked on throughout the year and reviewed at the next appraisal.

Disciplinary Action & Performance Improvement Plans:

When performance concerns are identified and cannot be resolved by informal means, educators will be supported through a structured process. A Performance Improvement Plan (PIP) will be developed, outlining specific areas for improvement and a timeframe for review. Relevant training opportunities will be identified and implemented, and guidance will be provided by the Director to assist the staff member in meeting required standards.

If improvement is not evident by the next review, further action will follow. All discussions and outcomes will be documented, with records kept confidential and accessible only to relevant parties. Educators are entitled to have a support person present during disciplinary meetings.

Possible outcomes include:

- Extension of PIP – where genuine effort is shown but more time is required
- Termination – dismissal for capability reasons if performance remains unsatisfactory after all reasonable steps, conducted with procedural fairness

Educators who remain dissatisfied with disciplinary outcomes may submit concerns in writing, requesting a review of the decision or pursuing the matter further through the grievance procedure, Parent Management Committee, or external avenues such as Fair Work Australia.

If the outcome is termination of employment, employees will be given fair notice of dismissal in line with Fair Work requirements; however, in cases of gross misconduct, termination may occur immediately following a thorough investigation.

Grounds for immediate termination include:

- Falsifying records, theft, or fraud
- Child protection breaches and other reportable breaches
- Harassment, intoxication, or safety violations
- Inappropriate use of technology/social media or breaches of confidentiality/privacy
- Job abandonment or chronic tardiness

Professional Development and Training:

All educators are provided opportunities to upgrade their qualifications in line with the National Quality Framework. Centre management ensures sufficient funds are allocated in the budget for in-service training and development.

Training methods include:

- Internal workshops conducted by educators or external presenters
- External meetings with other services to exchange ideas
- External workshops, conferences, and seminars
- Accredited short courses provided by registered training organisations
- Online webinars

Educators are considered at work for the duration of authorised training activities. The service covers costs of authorised training, while individuals cover tertiary study costs.

Additional Staffing Arrangements:

Volunteers:

For the purposes of this policy, a volunteer is any individual gaining work experience, participating in a school-programmed placement, or undertaking a training course placement in relevant fields such as childcare, teaching, or community services. All placements must be initiated and authorised by the relevant institution, with insurance details provided and kept on file. Volunteers are interviewed by the Director prior to commencement and must supply a suitable referee and, where possible, references. Acceptance of placements is at the Director's discretion, taking into account the service's capacity to supervise and support volunteers.

Before starting, volunteers must comply with Working with Children Check (WWCC) requirements, complete the volunteer record (including full name and date of birth, as required under Education and Care Service National Regulation 149), and receive a job description or guidelines outlining duties, expectations, and the code of conduct. The Director provides a modified induction including a tour of the service, introductions to staff, and review of confidentiality requirements.

During their time at the service, volunteers must sign in and out daily, maintain confidentiality, and are not permitted to discuss children's development or issues with families. They must never be left alone with or solely responsible for children, nor perform tasks normally undertaken by employed educators. Volunteers are counted in excess of educator-to-child ratios and are supervised at all times to ensure safe practice.

Visitors:

Visitors may be invited to enrich the children's program, including parents or community members with skills to share, or local resources such as police or fire brigade. All other visitors must arrange an appointment with the Director. Professional access is at the discretion of the Director, or as required by law, and may include union representatives, government officers, inspectors, or service providers.

All visitors must sign in and out for the service and unwelcome visitors will be calmly asked to leave. If they refuse, the Director or a delegated educator will contact police. Educators must not attempt physical removal but should remain calm and de-escalate where possible. If the visitor poses a threat, emergency and evacuation procedures will be followed in accordance with the service's policy.

Working from Home or Offsite:

The centre recognises the value of flexible work arrangements while maintaining accountability, teamwork, and service quality. Staff may undertake home-based or offsite work where appropriate, subject to approval by the Director. Suitability is assessed based on the nature of the work, the staff member's ability to work independently, and potential impacts on service delivery. Occasional offsite work of up to eight hours may be approved via email, while other activities such as training or networking require prior authorisation.

Staff must keep accurate records of hours worked and tasks completed. Confidentiality and security are critical: documents must be safeguarded, devices must have appropriate licences and antivirus protection, and any breaches must be reported. WHS requirements apply equally to home-based work, and staff are responsible for ensuring their workspace is safe and adequately equipped. Utilities and personal equipment costs remain the responsibility of the staff member.

Workers' compensation principles apply to approved home-based work, and staff must report any injuries. Staff are also responsible for checking insurance implications and ensuring adequate cover for equipment or liability. Responsibilities include protecting centre information, complying with policy, delivering agreed outcomes, and reporting incidents. The Nominated Supervisor/s are responsible for monitoring performance, reviewing logged hours, and ensuring arrangements remain appropriate. For more information about service-issued devices, refer to our Safe Use of Digital Technology and Online Environments Policy.

Babysitting:

Any private babysitting arrangements between staff and families are entirely separate from employment at the service. Such arrangements must not compromise staff duties or responsibilities at the centre, and the service accepts no responsibility for health, safety, or other issues arising from them.

Staff who babysit outside of centre hours must ensure these engagements do not interfere with their employment. Confidentiality regarding children, families, and staff must always be respected. The centre provides a contact list of staff available for babysitting, but inclusion is voluntary and requires prior permission. This list is strictly for external babysitting purposes and not for centre-related matters.

Parents or guardians who engage staff for babysitting do so at their own discretion and assume full responsibility. The centre is not liable for staff actions while babysitting, and all parties must clearly understand that these arrangements are private and independent of the service.

Version	Action	Date
V.1	Original endorsement of Staffing Policy	2 nd June 2023
V.2	Updated to include: WFH Babysitting PIPs and termination procedure Right to Disconnect law Orientation for seniors & admin Break information Updated leave entitlements MYOB access for payroll information	8 th December 2025
V.2	Approval by PMC	30 th March 2026
V.3	Updated changes to amendment Act 2025 child safe recruitment and employment practices	5 th May 2026
V.3	Approval by PMC	20 th May 2026