



**EASTWOOD HEIGHTS  
OOSH**

# Providing a Child Safe Environment Policy



<b>Policy Number</b>	QA 2/1	<b>Title</b>	Providing a Child Safe Environment
<b>Revision</b>	2.1	<b>Written By</b>	Policy Team and Nominated Supervisor
<b>Reviewed By</b>	EHOOSH Management Committee	<b>Approved By</b>	EHOOSH Management Committee
<b>Supersedes</b>	2.0	<b>Effective Date</b>	July 2025

## 1. Policy Statement

At Eastwood Heights OOSH, we are committed to creating and maintaining a safe, supportive, and empowering environment for all children. We believe that children have the right to always feel and be safe. Our Service fosters this through proactive risk management, child centred practices, and adherence to all relevant legislation and quality standards. We aim to ensure every child is protected from harm and is supported to grow and thrive in an environment that respects their rights, voice, and individuality.

## 2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for providing a child safe environment to minimise risk of harm and hazard to children attending education and care services.

### **3. Implementation**

At Eastwood Heights OOSH, this policy is implemented through regular staff training, routine safety checks, and maintaining proper staff to child ratios. All staff are equipped with valid WWCCs and trained in risk management, ensuring they can identify hazards and follow reporting procedures. The focus is on creating a safe, supportive environment where risks are minimised, and children feel secure and empowered.

#### **3.1 Physical Environment**

The safety of the physical environment is maintained through routine safety checks, hazard identification, and risk management. Furniture and equipment are kept clean, well maintained, and functional. The layout of the environment supports visibility and supervision. Staff are trained to assess and respond to environmental risks using current risk assessment templates and review practices.

#### **3.2 Staffing and Supervision**

Staff must maintain appropriate supervision ratios in line with our supervision policy/plan and are required to monitor both indoor and outdoor environments. The Service ensures that only qualified staff with valid Working With Children Checks (WWCC) are employed, which mandates child protection awareness. Supervision practices will be outlined in a supervision plan, which is to be updated when significant changes to the environment occur. Staff rosters are developed to ensure that supervision and staffing levels are sufficient for all activities, including high risk scenarios such as excursions and water-based play.

#### **3.3 Child Protection and Empowerment**

All staff are trained in child protection legislation and reporting processes. They have access to tools such as the Mandatory Reporter Guide and interagency guidelines. Children are provided with opportunities to learn about their rights and are supported to express concerns or seek help. We adopt a strengths based approach that recognises children as capable and active participants in maintaining their safety.

### 3.4 Safeguarding of Children: Physical and Online Environment

Active and comprehensive risk assessment and management processes are vital for ensuring children's safety in both physical and online environments. These processes are designed to proactively identify potential risks and implement controls to minimise and mitigate them.

In the physical and online spaces, we reflect on our environments to determine which safety measures are fully operational and which require further action. Risk assessments, aligned with the Child Safe Standards, help to identify any gaps in existing controls and guide the development of more effective interventions.

For the online environment, we follow the Child Safe Code of Conduct, Child Safe Behaviour Standards, and the guidelines for safe digital technology use. Our approach ensures that cultural safety is promoted, and children are protected in both physical and digital settings, in line with Child Safe Standards requirements.

### 3.5 Risk Management and Safety Culture

Risk assessments are conducted regularly and incorporated into planning for routines, excursions, and transitions such as arrival and departure. The service promotes a culture of continuous improvement and staff are encouraged to identify and report hazards. Feedback from families, audits, and incident reviews are used to enhance safety procedures and refine risk management.

### 3.6 Collection Of Children

All persons collecting children must be authorised or verified if no staff know who the individual collecting the child is. Educators must check identification of unknown persons and cross check documentation. Families are expected to inform the service in advance when alternate arrangements are made, in compliance with enrolment and emergency contact information.

## 4. Roles and Responsibilities

#### Approved Provider

- Ensure the service operates in line with the Education and Care Services National Law and National Regulations 2011 with regard to the collection of children

	<ul style="list-style-type: none"> <li>• Ensure all staff have access to relevant professional development consistent with the Child Protection Policy (QA2/2)</li> <li>• Ensure that the Nominated Supervisor and staff members at the service who work with children are advised of current child protection legislation, its application, and any obligations that they may have under that law (Regulation 84)</li> <li>• Maintaining confidentiality at all times</li> </ul>
<b>Nominated Supervisor</b>	<ul style="list-style-type: none"> <li>• Provide all staff and educators working directly with children with access to the Mandatory Reporter Guide to assist them in their reporting</li> <li>• Provide all staff and educators working directly with children with access to the Child</li> <li>• Wellbeing and Child Protection NSW Interagency Guidelines</li> <li>• Ensuring screening and suitability processes are maintained to meet policy and legislated requirements</li> <li>• Identifying and providing appropriate resources and training to assist staff, contractors, visitors, volunteers and students to implement this policy</li> <li>• Keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy</li> <li>• Cooperate with other services, the school and/or professionals in the best interests of children and their families</li> <li>• Ensure that families are made aware of support services available to them and of the assistance these services can provide</li> <li>• Ensure that all staff who work with children are supported to implement this policy in the service</li> <li>• Protect the rights of children and families, and encourage their participation in decision-making at the service</li> <li>• Coordinate feedback mechanisms for families and staff, ensuring that safety-related concerns are documented and addressed promptly.</li> <li>• Maintaining confidentiality at all times</li> </ul>
<b>Responsible Person in Charge</b>	<ul style="list-style-type: none"> <li>• Act in accordance with the obligations outlined in this policy</li> <li>• Raise concerns when barriers or threats to the protection of children and young people's safety and wellbeing are identified, including through the conduct of other adults at the site/service</li> <li>• Keeping up to date and complying with any relevance changes in legislation and practices in relation to this policy</li> <li>• Follow all record keeping requirements</li> <li>• Undertaking appropriate training and education on child protection</li> </ul>

	<ul style="list-style-type: none"> <li>• Identifying any potential risk or harm to a child at the service and developing and implementing effective prevention strategies in consultation with the approved provider and the nominated supervisor</li> <li>• Co-operating with other services and/or professionals in the best interests of children and their families</li> <li>• Ensuring that no child is left alone (or is out of sight) with an educator, contractor, visitor, volunteer, student or parent/guardian at the service</li> <li>• Implementing the procedures for reporting suspected child abuse</li> <li>• Notifying the nominated supervisor or the approved provider immediately on becoming aware of any concerns, complaints or allegations regarding the health, safety and welfare of a child at the service</li> <li>• Offering support to the child and their family, and to other and staff in response to concerns or reports relating to the health, safety and wellbeing of a child at the service</li> <li>• Maintaining confidentiality at all times</li> </ul>
<b>Educators and Support Staff</b>	<ul style="list-style-type: none"> <li>• Undertaking appropriate training and education on child protection</li> <li>• Notifying the nominated supervisor or the RPIC immediately on becoming aware of any concerns, complaints or allegations regarding the health, safety and welfare of a child at the service</li> <li>• Implementing the procedures for reporting suspected child abuse</li> <li>• Maintaining confidentiality at all times</li> <li>• Adhering to all service policies</li> </ul>
<b>Families</b>	<ul style="list-style-type: none"> <li>• Reading and complying with this policy</li> <li>• Reporting any concerns, including in relation to potential for child abuse, to the Nominated Supervisor</li> </ul>

## 5. Legislative Requirements.

### Education and Care Services National Law Act 2010

Section 165	Offence to inadequately supervise children
Section 166	Offence to use inappropriate discipline

Section 167	Offence relating to protection of children from harm and hazards
Regulation 82	Tobacco, drug and alcohol-free environment
Regulation 83	Staff members and family day care educators not to be affected by alcohol or drugs
Regulation 84	Awareness of child protection law
Regulation 103	Premises, furniture and equipment to be safe, clean and in good repair
Regulation 115	Premises designed to facilitate supervision
Regulation 122	Educators must be working directly with children to be included in ratios
Regulation 123	Educator to child ratios – center-based services
Regulation 123A	Family day care coordinator to educator ratios – family day care service
Regulation 124	Number of children who can be educated and cared for – family day care educator
Regulation 165	Record of visitors
Regulation 166	Children not to be alone with visitors
Regulation 167	Record of service’s compliance
Regulation 168	Education and care services must have policies and procedures
Regulation 169	Additional policies and procedures – family day care service
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures

## 6. Induction

All staff will undergo induction training that covers the core principles of this policy, including code of ethics, supervision, and safety measures. Staff will also have to go through the child safe code of conduct as well as the Code of Conduct. This induction will ensure that all staff are familiar with their responsibilities in maintaining a child safe environment.

## 7. References

### 7.1 Statutory Authority

- Education and Care Services National Law Act 2010 (Australia)
- Education and Care Services National Regulations
- NSW Children and Young Persons (Care and Protection) Act 1998
- United Nations Convention on the Rights of the Child 1989

### 7.2. Relevant Service Policies

- Administration and storage of Medication Policy
- Administration of First aid Policy
- Child Protection Policy
- Dealing with Infectious Diseases Policy
- Emergency Evacuation and Lockdown Policy
- Excursion Policy
- Food and Nutrition Policy
- Food Handling Policy
- Incident, Injury, Trauma and Illness Policy
- Medical Conditions and Allergies Policy
- Sleep and Rest Policy
- Sun Protection Policy
- Supervision Policy
- Water Safety Policy

### 7.3. National Frameworks

- National Quality Framework (NQF)
- National Quality Standard (NQS)
- The Early Years Learning Framework for Australia (EYLF)
- My Time, Our Place (MTOP)
- Child Safe Standards (from the NSW Office of the Children's Guardian)
- United Nations Convention on the Rights of the Child (UNCRC)

### Revision Chronology

Version Number	Date	Reason for Change
1.0	April 2018	Endorsed by OOSH executive committee
1.2	July 2020	Updated policy
2.0	May 2025	Updated policy with new policy template
2.1	July 2025	Reviewed and Updated