



Recruitment Policy



Policy Number	QA 4	Title	Recruitment Policy
Revision	Creation	Written By	Policy Team and Nominated Supervisor
Reviewed By	EHOOSH Management Committee	Approved By	EHOOSH Management Committee
Supersedes	N/A	Effective Date	April 2026

1. Policy Statement

Eastwood Heights OOSH is committed to recruiting and retaining people who are suitable, qualified and safe to work with children. Recruitment decisions must place the rights, safety, welfare and wellbeing of children above all other considerations, including staffing pressure, convenience, cost or personal relationships.

The Service will not employ, engage, roster or allow a person to work directly with children until all required pre-employment screening has been completed, verified and recorded. For all new staff, this includes a verified Working with Children Check where required, two verbal referee checks, identity and qualification checks, a prohibited persons check, declarations about suitability and restrictions, and a National Police Check as an additional mandatory Service requirement.

A Working with Children Check is not treated as a complete screening process on its own. The Service uses layered child-safe recruitment practices to assess the applicant’s values, conduct, capacity for safe relationships with children, professional judgement, cultural safety,

honesty and willingness to comply with the Service’s Code of Conduct and child protection obligations.

Recruitment will be fair and inclusive. Decisions will be based on the inherent requirements of the role, child safety, legislative requirements, merit, qualifications, experience, values alignment and verified evidence. The Service will not use discriminatory or irrelevant information when assessing applicants.

2. Background

Under the Education and Care Services National Law and Regulations, services must ensure recruitment, screening, and employment practices support the safety, wellbeing, and best interests of children. Robust recruitment contributes to children’s learning and development under My Time, Our Place by ensuring educators are suitably qualified, child-safe, culturally responsive, and capable of building respectful relationships that support children’s belonging, wellbeing, and participation.

3. Procedure

The following procedures must be followed for every recruitment process. A HR folder must be created for each person and must contain evidence of the steps taken, the decisions made and the checks completed. Where a recruitment process identifies risk indicators, the Approved Provider or delegate must document the additional enquiries made and the rationale for any decision.

3.1. Recruitment Planning and Position Descriptions

Before a position is advertised, the Approved Provider, Nominated Supervisor will confirm the Service’s staffing need, required qualifications, roster coverage, educator-to-child ratio requirements, role responsibilities and any child safety risks attached to the position. Where urgent cover is required, the Service will use only people whose screening has already been completed and verified.

Each position description must include the Service’s commitment to child safety, the requirement to comply with the Code of Conduct, obligations to report child protection concerns, supervision responsibilities, safe use of digital technologies and personal devices,

confidentiality, respectful interactions with children, cultural safety, inclusion and the requirement to maintain all checks and training relevant to the role.

Selection criteria will be set before advertising and will include both technical suitability and child-safe suitability. For example, the criteria must consider whether the applicant demonstrates respect for children's rights, an understanding of professional boundaries, ability to follow supervision procedures, willingness to report concerns, capacity to work respectfully with Aboriginal and Torres Strait Islander children, culturally, linguistically diverse children, children with disability and children with additional needs.

Any person involved in recruitment must declare actual, potential or perceived conflicts of interest. A person with a significant conflict must not participate in shortlisting, interviewing, referee checking or final decision-making unless the Approved Provider documents why their involvement is unavoidable and how the risk of bias will be controlled.

3.2. Advertising, Applications and Shortlisting

All advertisements will state that Eastwood Heights OOSH is a child-safe organisation and that applicants must be committed to the safety, welfare and wellbeing of children.

Advertisements will also state that successful applicants must complete mandatory screening, including Working with Children Check verification, a National Police Check, referee checks, qualification verification, child protection and child safety training.

Applicants must provide a complete employment history, details of qualifications, current or previous names relevant to screening, referee details, Working with Children Check details where applicable, and declarations about any current or past prohibition notice, suspension notice, supervision notice, enforceable undertaking, disciplinary action, reportable allegation, relevant criminal history, or restriction that may affect suitability to work with children.

The recruitment lead will review each application for relevant skills and qualifications as well as child safety indicators. Gaps in employment history, frequent movement between services, unexplained short-term employment, reluctance to provide a recent supervisor as referee, vague reasons for leaving child-related roles, or inconsistent information must be explored before an applicant is progressed.

Applicants who require reasonable adjustments or access support during the recruitment process will be supported wherever possible, provided the inherent requirements of the role and children's safety can be maintained.

3.3. Interviews and Child-Safe Assessment

Interviews must be conducted by at least two people, wherever practicable, and at least one person involved must understand child-safe recruitment obligations. Interview questions will

be prepared in advance and will assess the applicant's skills, experience, values, professional judgement and suitability to work with children.

The interview must include scenario-based questions about child safety, professional boundaries, supervision, responding to disclosures or concerns, mandatory reporting, inclusion and respectful behaviour management. Applicants may be asked how they would respond to inappropriate discipline, concerning behaviour by a colleague, unsafe use of a personal device, a child disclosing harm, conflict between children, or a supervision risk during transitions.

The panel must not rely on likeability, confidence or staffing need as evidence of suitability. Where an applicant gives concerning responses, minimises child safety, shows poor boundaries, speaks disrespectfully about children or families, indicates reluctance to report concerns, or cannot accept the Service's Code of Conduct, the applicant must not progress.

Interview notes must be retained with the recruitment file. Notes must record the applicant's responses to child safety questions, any concerns identified, and how the panel resolved those concerns.

3.4. Referee Checks

Two verbal referee checks must be completed for the preferred applicant before an offer of employment is confirmed. Wherever possible, referees must be recent direct supervisors who have observed the applicant's work with children. Written references alone are not sufficient because they do not allow the Service to test or clarify child safety information. If the applicant has never worked with children, referees' can be asked if they think the applicant would work safely with children

Referee checks must confirm the referee's relationship to the applicant, the applicant's identity, role, dates of employment, duties, reason for leaving, qualifications or role claims, and whether the referee directly supervised the applicant or observed their interactions with children.

Where possible, referee checks must ask specific child-safety questions. These must include questions about the applicant's interactions with children, professional boundaries, cultural safety, capacity to support children's developmental and wellbeing needs, response to challenging behaviour, adherence to the Code of Conduct, any disciplinary matters, complaints, reportable allegations, compliance action, prohibition notices, improper or unprofessional conduct, and whether the referee would employ the applicant again.

Where the applicant has limited work history, character referees may be used as supplementary evidence; however, they must not be family members and must not be given the same weight as a professional referee. Examples may include a lecturer, trainer, community supervisor or volunteer coordinator. If a direct supervisor is unavailable, the

reason must be documented.

Adverse, ambiguous or incomplete referee information must be escalated to the Approved Provider. The Service will seek further evidence before deciding and will document the rationale. Child safety concerns must not be ignored because an applicant is otherwise experienced or urgently needed.

3.5. Offers, induction, probation and ongoing child-safe employment

No new staff member, agency educator, student aged 18 years or over, contractor in a child-related role, responsible person, Nominated Supervisor or person with management or control may commence work or be present in a child-related role until the following checks have been completed, assessed as satisfactory and recorded.

The National Police Check is a mandatory Service-level safeguard for all new staff. It does not replace the Working with Children Check. It provides broader criminal history information that may be relevant to the person's suitability, honesty, judgement, capacity to manage risk and ability to perform the inherent requirements of the role safely.

Where a National Police Check discloses criminal history, the applicant must not be automatically excluded unless the information creates a legal bar or an unacceptable child-safety risk. The Approved Provider or delegated senior decision-maker will complete a documented risk assessment that considers the nature and seriousness of the offence, relevance to the role, time elapsed, pattern of behaviour, age at the time, evidence of rehabilitation, the applicant's explanation, legal obligations and the risk to children, staff and the Service. The applicant must be given an opportunity to respond to information that may adversely affect the decision, except where doing so would compromise safety, confidentiality or legal obligations.

A person must not be engaged if their WWCC status is barred, interim barred, expired, not found, closed, invalid or otherwise unsuitable for child-related work. If the Service becomes aware during employment that a person's WWCC is barred, interim barred, expired or otherwise not cleared, the person must be immediately removed from child-related work and the matter escalated to the Approved Provider.

The Service will verify prohibition notice declarations and, where required, use the National Quality Agenda IT System to identify whether a person is prohibited or suspended. A person subject to a prohibition notice, suspension or relevant restriction must not be engaged in a role that would breach the National Law, National Regulations or child-safety obligations. Educators under 18 years of age must never work alone and must be directly and adequately supervised by an educator aged 18 years or over at all times. Although a person under 18 may be exempt from holding a WWCC in NSW, the Service may still require a police check or

additional safeguards where child safety or role-specific risk indicates this is necessary. Parent or guardian consent will be sought where required.

For agency staff, the Service will not rely solely on verbal assurances from the agency. Before the person starts, the Service must sight or receive written confirmation of required checks, verify the WWCC directly where required, confirm the agency has completed child-safe referee and suitability checks, and ensure the person receives a site-specific induction. All screening information must be stored securely and accessed only by people with a legitimate role in recruitment, governance or compliance. Criminal history information must be handled confidentially and only retained where necessary, lawful and proportionate.

3.6. Screening Checklist

Screening requirement	Minimum requirement before commencement	Record to keep
Proof of identity	Sight and verify identity documents and ensure names match the application, checks and qualifications.	Identity sighted, date, verifier and any name-change evidence.
Working with Children Check	For NSW child-related work, verify a current WWCC clearance through the Office of the Children’s Guardian before the person commences. An application in progress is not acceptable for an ECEC/OSHC worker who will work with children.	Full name, date of birth, WWCC number, expiry, verification date, status and verifier.
National Police Check	All new staff must provide a National Police Check/Nationally Coordinated Criminal History Check dated within 3 months before commencement, or complete one through an approved process before commencement. This is a	Date issued, issuing body, certificate/reference number where appropriate, risk assessment outcome and decision. Store full result only where necessary and lawful.

Service requirement in addition to WWCC.

Referee checks	Complete at least two verbal referee checks, preferably with recent direct supervisors who observed the applicant working with children.	Completed referee check forms/notes, date, referee role and person completing check.
Prohibition and restriction checks	Applicant must complete declarations about prohibition, suspension, supervision notices, enforceable undertakings and relevant restrictions. Service must search NQA ITS where applicable.	Signed declarations, NQA ITS search result/date, compliance history statement where required.
Qualifications and first aid	Sight and verify qualifications required for the role, including approved qualifications and first aid, asthma and anaphylaxis training where required.	Copies or evidence sighted, issuing RTO/authority, date verified and verifier.
Child protection and child safety training	Confirm required child protection training and mandatory child safety training for the person's role, or schedule completion within required timeframes before direct work where required.	Training certificates, completion dates and renewal dates.
Code of Conduct and key policies	New person must read, understand and sign the Code of Conduct and acknowledge key policies	Signed acknowledgement and induction checklist.

before directly working with children.

3.7. Offers, induction, probation and ongoing child-safe employment

An offer of employment must be conditional until all required screening is complete, satisfactory and documented. The employment contract will state the role, classification, hours, award or agreement, pay, probation period, commencement arrangements, reporting lines, mandatory checks, training requirements and ongoing obligation to remain suitable to work with children.

New employees will be subject to a six-month probationary period unless a different period is required by law or contract. Probation is not a passive waiting period. It must include planned check-ins, observation of practice, feedback, mentoring and assessment of the employee's adherence to child-safe practice, supervision requirements, respectful interactions, reporting obligations and Code of Conduct.

Before working directly with children, new staff must complete an induction that covers the Service philosophy, child-safe culture, Child Safe Environment Policy, Child Protection Policy, Code of Conduct, supervision procedures, emergency and evacuation procedure, incident and complaint processes, privacy and confidentiality, medication and medical management requirements, behaviour guidance, inclusion, cultural safety, safe food handling where relevant, and safe use of digital technologies and personal devices.

From 27 February 2026, the relevant people involved in ECEC must complete prescribed national child safety training. Existing staff must complete required foundation modules by the required transition date, and new staff must complete foundation modules within 14 days of being employed, engaged or appointed, or before they start working directly with children, whichever is earlier. The Service will maintain a training register and will require refresher training in line with current requirements.

Ongoing child-safe employment practices include regular supervision, performance development, Code of Conduct refreshers, monitoring of WWCC expiry and status, review of training currency, observation of practice, and immediate response to concerns about conduct, judgement, safety or suitability.

Staff, educators, volunteers and students must immediately notify the Nominated Supervisor or Approved Provider if there is any change to their Working with Children Check status, teacher accreditation or registration, criminal history, professional standing, prohibition or restriction status, or any other matter that may affect their suitability to work with children.

In NSW, the Approved Provider must notify the NSW Early Learning Commission within the required timeframe if it becomes aware of a relevant negative notice or change.

Any allegation, concern or pattern of behaviour that raises questions about a person's suitability to work with children must be recorded, risk assessed and managed under the Child Safe Environment, Child Protection, Code of Conduct, Dealing with Complaints and Reportable Conduct procedures as applicable. The Service will prioritise children's safety while also applying procedural fairness and confidentiality.

Recruitment and ongoing employment records must be retained securely in accordance with the National Regulations, privacy obligations and the Service's record retention procedures. Records must be available for regulatory inspection where required.

4. Roles and Responsibilities

Approved Provider

- Ensure recruitment practices prioritise the safety, wellbeing and best interests of children.
- Ensure recruitment procedures comply with the Education and Care Services National Law and Regulations, NSW Working with Children Check requirements, child protection legislation, privacy requirements, and employment law.
- Approve and maintain clear recruitment, selection, screening and employment procedures.
- Ensure position descriptions clearly outline child safety expectations, qualifications, responsibilities and required checks.
- Ensure all new staff complete required pre-employment checks before commencing work, including:
 - verified NSW Working with Children Check
 - National Police Check
 - identity check
 - qualification verification, where relevant
 - referee checks
 - prohibition notice declaration
 - compliance history checks, where required.
- Ensure recruitment decisions are fair, transparent, non-discriminatory and based on merit, suitability and child safety.
- Ensure recruitment records are stored securely and confidentially.
- Ensure the Nominated Supervisor and recruitment panel members understand child-safe recruitment expectations.
- Ensure staff induction, probation and ongoing performance

	<p>review processes are implemented.</p> <ul style="list-style-type: none"> • Ensure concerns about a staff member’s suitability to work with children are responded to promptly and lawfully. • Review this policy regularly as part of continuous improvement.
<p>Nominated Supervisor</p>	<ul style="list-style-type: none"> • Implement the recruitment policy and ensure recruitment procedures are followed in practice. • Participate in recruitment planning, shortlisting, interviews and selection decisions. • Ensure interview questions assess the applicant’s values, professional judgement, child-safe practice, supervision capacity and ability to build respectful relationships with children. • Ensure at least two verbal referee checks are completed before employment is confirmed. • Confirm that referees have directly supervised or observed the applicant’s work with children where possible. • Ensure WWCC details are verified through the NSW Office of the Children’s Guardian before the applicant starts child-related work. • Ensure new staff do not commence work until required screening and approval steps are complete. • Ensure the staff record includes required employment, qualification, WWCC and screening information. • Ensure new staff receive induction before or at commencement, including child protection, Code of Conduct, supervision, behaviour guidance, emergency procedures and service policies. • Monitor new staff during probation and document any concerns, support provided or performance decisions. • Report any concerns about staff conduct, child safety or compliance to the Approved Provider.
<p>Recruitment Panel</p>	<ul style="list-style-type: none"> • Apply consistent, fair and child-safe recruitment processes. • Use agreed selection criteria when shortlisting and interviewing applicants. • Ask interview questions that assess suitability to work with children, not only qualifications and availability. • Consider the applicant’s values, professional judgement, communication style, supervision capacity and understanding of child safety. • Declare and manage any conflict of interest. • Keep recruitment discussions confidential. • Document recruitment decisions clearly, including reasons for

	recommending or not recommending an applicant.
Educational Leader	<ul style="list-style-type: none"> • Provide input into recruitment decisions where the role involves educational programming, child engagement or leadership of practice. • Consider whether applicants demonstrate an understanding of school-age children’s learning, agency, wellbeing and inclusion. • Support induction of new educators in relation to My Time, Our Place, reflective practice and documentation expectations. • Identify professional learning needs for new educators. • Support the Nominated Supervisor to monitor how new educators engage with children and contribute to the program.
Administration Officer	<ul style="list-style-type: none"> • Collect and record recruitment documentation as directed by the Nominated Supervisor or Approved Provider. • Maintain secure and confidential staff records. • Track expiry dates for WWCC, first aid, child protection training and other required checks. • Ensure recruitment documents are only accessed by authorised people. • Notify the Nominated Supervisor or Approved Provider when required documents are missing, expired or incomplete. • Maintain recruitment checklists and induction records.
Educators and Support Staff	<ul style="list-style-type: none"> • Provide accurate and truthful information during recruitment and employment. • Maintain a current and verified Working with Children Check as required for the role. • Complete a National Police Check before commencing employment and provide updated checks if requested by the service. • Notify the Nominated Supervisor or Approved Provider immediately of any change that may affect their suitability to work with children, including changes to WWCC status, criminal charges, prohibition notices, disciplinary action or child protection concerns. • Participate in induction, probation, training and ongoing professional development. • Follow the service’s Code of Conduct, Child Safe Environment Policy, Child Protection Policy and all related procedures. • Maintain professional boundaries and respectful relationships with children, families and colleagues.

	<ul style="list-style-type: none"> • Actively contribute to a child-safe culture by identifying, reporting and responding to risks to children. • Maintain confidentiality of recruitment, employment and personal information.
Families	<ul style="list-style-type: none"> • Raise any concerns about staff conduct, interactions or child safety with the Nominated Supervisor, Responsible Person in Charge or Approved Provider. • Support the service's child-safe culture by following service policies, procedures and Code of Conduct expectations when interacting with staff, children and other families. • Provide feedback where relevant to support continuous improvement of recruitment, induction and staffing practices.

5. References

5.1. Statutory Authority

- Education and Care Services National Law Act 2010 (NSW)
- Education and Care Services National Regulations
- Child Protection (Working with Children) Act 2012 (NSW)
- Child Protection (Working with Children) Regulation 2013 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Children's Guardian Act 2019 (NSW)
- Privacy Act 1988 (Cth) and Australian Privacy Principles, where applicable
- Fair Work Act 2009 (Cth) and relevant modern awards
- Work Health and Safety Act 2011 (NSW)
- Anti-Discrimination Act 1977 (NSW)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)

- Sex Discrimination Act 1984 (Cth)
- Age Discrimination Act 2004 (Cth)

5.2. Relevant Service Policies

- Child Safe Environment Policy
- Child Protection Policy
- Code of Conduct Policy
- Staff Appraisal Policy
- Determining the Responsible Person Policy
- Governance and Management Policy
- Dealing with Complaints Policy
- Digital Technologies Policy
- Student and Volunteer Policy
- Supervision Policy
- Interactions with Children Policy

5.3. National Frameworks

- National Quality Framework: The National Law, National Regulations
- National Quality Standard
- My Time, Our Place V2.0
- NSW Child Safe Standards
- National Principles for Child Safe Organisations.
- NSW Office of the Children’s Guardian – Child Safe Recruitment and Working with Children Check guidance.

- NSW Early Learning Commission – Child safe recruitment and employment practices guidance.

6. Legislative Requirements.

Education and Care Services National Law Act 2010

Regulation 82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol.
Regulation 83	Staff members must not be affected by alcohol or drugs.
Regulation 84	Awareness and, in NSW, understanding of child protection law.
Regulation 117A–117C	Requirements for placing a person in day-to-day charge and minimum requirements.
Regulation 118	Educational leader designation and written acceptance requirements, where relevant.
Regulation 119	Family day care educator assistant requirements, where relevant.
Regulation 120	Educators under 18 years of age must not work alone.
Regulation 126–128	Qualification requirements for educators in centre-based services, where applicable.
Regulation 136	First aid qualification requirements.
Regulation 137	Approval and determination of qualifications.
Regulation 145–152	Staff, nominated supervisor, educational leader, volunteer/student, responsible person and educator working directly with children records.
Regulation 168	Policies and procedures, including staffing arrangements and NSW child-safe recruitment and ongoing employment requirements.
Regulation 170	Policies and procedures to be followed.
Regulation 171	Policies and procedures to be kept available.
Regulation 172	Notification of changes to policies and procedures.

Regulation 181–184

Confidentiality, storage and retention of records.

Revision Chronology

Version Number	Date	Reason for Change
1.0	April 2026	Creation of Policy due to regulatory changes.