

Education and Care Services References

National Quality Standard

Quality Area 4: Staffing arrangements		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.1	Organisation of educators	The organisation of educators across the Service supports children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.

Quality Area 7: Governance and leadership		
7.1	Governance	Governance supports the operation of a quality service that is child safe.
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service's operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.
7.2.3	Development of professionals	Educators, co-ordinations, and staff members' performance is regularly evaluated, and individual plans are in place to support learning and development.

Education and Care Services National Law and National Regulations

S. 3A	Paramount consideration
S. 5AA	Meaning of 'inappropriate conduct' in relation to a child
S.162A	Child Protection training Offence relating to child protection training
S.165	Offence to inadequately supervise children
S. 166A	Offence to subject child to inappropriate conduct
S.167	Offence relating to protection of children from harm and hazards
S. 174AA	Educators and other staff members of education and care service to notify certain information
S. 178	Suspension of education and care by certain persons
S. 178A	Supervision of certain persons providing education and care
S. 188	Offence to engage person to whom prohibition notice applies
S. 188A	False or misleading information about certain notices
10	Meaning of actively working towards a qualification
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol

84	Awareness of child protection law
120	Educators who are under the age of 18 to be supervised
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135	Illness or absence of early childhood teacher or suitably qualified person
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Purpose

Our Service is committed to being a child safe Early Education and Care Service and embed the National Child Safe Principles (Child Safe Standards) into all aspects of our operations, practice, decision-making and culture. Our robust recruitment and screening processes for permanent and relief staff play a vital role in ensuring that child safety, wellbeing and best interests take priority over all other considerations including financial interests or other obligations of management. This policy supplements our Staffing Arrangements Policy and Recruitment Policy.

Scope

This policy applies to children, families, staff, management, approved provider, nominated supervisor students and visitors of the Service.

Implementation

Our Service will comply with the required educator to child ratios, taking into consideration qualification requirements and experience, implement the required staffing requirements and ensure all staff adhere to our Code of Conduct. Potential relief staff will be required to attend an interview with management to ensure they are a 'fit and proper person' and hold the required ACECQA approved qualifications for the particular roles within the Service or be defined as a 'suitably qualified person' for the position:

- approved early childhood teacher qualification or
- proof of actively working towards at least an approved early childhood teaching qualification AND has completed at least 50 per cent of the qualification or holds an approved early childhood education and care diploma (see: [ACECQA qualifications checker](#))
- or an individual who is registered (accredited in New South Wales) as a primary or secondary school teacher in Australia AND holds an ACECQA approved early childhood education and care diploma (or higher approved qualification)
- current Working with Children Check (WWCC) and Police/Criminal Check
- mandatory Child Safe training

- any other required qualification- (CPR, First Aid, approved asthma management training, approved anaphylaxis management training, approved child protection training.)

The interview process will include management checking references to ensure the applicant is a 'fit and proper person' and verifying their WWCC.

All prospective applicants (including agency relief staff) must declare they are fit and proper to engage in employment working directly with children (including any negative notices such as a show cause notice, suspension notice, supervision notice, disciplinary notice/order or prohibition notice under National Law). Any negative findings identified through these recruitment checks will be considered during the recruitment and selection process. Prospective applicants with relevant prohibition or disciplinary actions may be deemed unsuitable and will not be engaged to work within the Service.

Agencies providing casual and relief staff must follow regulatory directions at all times. The approved provider will verify agency compliance before accepting casual and/or relief staff.

Relief staff are advised it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children.

Relief staff will be placed on the casual list and invited to the Service for an orientation prior to commencing any work.

Our Service adopts and aligns with the [National Model Code](#) and Ministerial Direction related to taking images or videos of children, and relief staff must adhere to these guidelines and directions. (See Safe Use of Digital Technologies and Online Environments Policy.)

Orientation

Relief staff members are required to undergo a full induction and orientation into the Service to ensure they have a clear understanding of:

- putting children first in all considerations and practices to ensure child safety, welfare and wellbeing
- Child Safe Standards
- the Service's policies and procedures
- Code of Conduct
- Child Protection-including obligations as a mandatory reporter, when a report must be made and how to make a report
- child safe behaviour expectations in all interactions with children
- National Model Code and Guidelines and [Education and Care Services \(Supply, Authorisation and Use of Devices\) Order 2025](#)
- safe sleep procedures
- sign in and out processes
- emergency evacuation procedure
- Service amenities
- children's medical and/or dietary requirements and conditions
- the Service's program and routine
- their roles and responsibilities (including mandatory reporting and reportable conduct scheme)



- supervision requirements
- privacy and confidentiality requirements
- Child Information Sharing Schemes
- behaviour guidance strategies implemented
- Work, Health and Safety
- complaints procedures.

Relief staff induction pack

Relief staff will be issued with an induction pack prior to commencing employment, which will contain:

- Staff Handbook
- Service philosophy
- position description
- employment contract
- Code of Conduct
- copy of the Early Childhood Australia Code of Ethics
- employee details form
- employee Information form
- employee immunisation record.

Service requirements

Prior to relief staff commencing at the Service, management must be provided with the following information:

- preferred name
- full street address (home)
- mobile phone number (personal)
- proof of minimum educational qualification/training
- evidence of completed professional training in:
 - CPR - approved cardio-pulmonary resuscitation training
 - First Aid certificate
 - approved emergency asthma management training
 - approved emergency anaphylaxis management training
 - approved Child Safety/Protection training
- WWCC clearance number and date of expiry
- Criminal History/Police Check- number and date of expiry or proof of current teacher registration; identifying number and expiry date of registration
- banking details for direct deposit wage payment
- signed employment contract and position description
- completed Tax File Declaration form
- superannuation details
- emergency contact details
- medical conditions notification
- immunisation status
- recruitment agency trading name (if applicable).

Employment commencement

- It is recommended that relief staff arrive 10 minutes prior to their shift to ensure they have
- adequate time to place their belongings in an allocated locker, read any staff communication, sign on, and be up to date with important information that is relevant and necessary for the day
- Relief staff members are to follow the directions of the educational leader/lead educator
- Relief staff members must strictly adhere to the National Model Code and [Education and Care Services \(Supply, Authorisation and Use of Devices\) Order 2025](#) for taking images or video of children
 - personal electronic devices or personal storage devices, that can take images or videos, are not used by educators, staff, visitors or volunteers when working directly with children
 - staff and educators only use electronic devices supplied and registered with the Service for taking images or videos of children enrolled at the Service
- Under the guidance of their lead educator, relief staff members are to introduce themselves to families, explain their position within the Service, inform parents who they are replacing and how long they expect to be placed at the Service
- All relief staff members are to abide by confidentiality and privacy legislation in regard to staff, management, children and families within their care. They are to treat any information shared with them professionally and sensitively.
- In conjunction with all permanent staff members, relief staff are requested to be mindful of the time taken for breaks and return promptly to minimise any disruption to the set routine and/or ratio requirements
- It is advised that all staff members, whether relief or permanent, look after their health and keep their immunisations up to date
- The Service will aim to maintain a register of relief staff members that are familiar to the families and children, and familiar with the policies and program to ensure consistency for children, families, and the Service
- The approved provider will keep accurate and up to date information about all relief staff engaged by the Service (including agency staff), (see Staffing Arrangements Policy for details on required records). This information will be collected and maintained digitally within the [National Educator Register](#).

Inappropriate conduct

The approved provider will ensure all relief staff receive a thorough induction and orientation, including training on the Service's policies, procedures and expected standards of conduct. Relief staff are required to notify the approved provider within 24 hours of any changes to their WWCC status, teacher registration or fit and proper status (including any negative notices such as a show cause notice, suspension notice, supervision notice, disciplinary notice/order or prohibition notice).

Any relief staff who receive a negative notice will be immediately removed from duties and must not engage in any work or contact with children at the Service until a review of the notice has been conducted. The approved provider will notify the regulatory authority of any changes to a relief staff member's WWCC within 24 hours.

Agencies providing relief/casual staff must meet regulatory responsibilities and share or provide information in relation to changes to WWCC status or a person's clearance to work with children.

The approved provider will maintain appropriate documentation regarding inappropriate conduct (including any allegations or incidents of sexual offences or sexual misconduct) in accordance with the Performance Management Policy and Child Protection Policy and provide notification to the regulatory authority within the required timeframe as required.

Service dress code

Relief staff must ensure they always maintain a professional image. Staff are to be always clean and tidy with no offensive or controversial clothing to be worn.

Pants/Shorts

- tailored black pants are to be worn
- track pants and jeans are unacceptable to wear at our Service
- shorts and skirts may be worn at an acceptable length, which is two inches above the knee. Clothing shorter than this is not considered to be acceptable.

Tops

- in maintaining the professional image of our Service, staff need to consider the suitability of tops when deciding what to wear
- T-shirts must cover the shoulders
- singlets, midriffs, and strapless tops are inappropriate and therefore will not be accepted in the work environment. If it is deemed that a staff member's top is too revealing or inappropriate for wearing around children and families, they will be asked to return home to change. The staff member will not be paid for the time taken to remedy the clothing situation.

Footwear

- Educators and kitchen staff must always wear enclosed shoes
- enclosed shoes are preferred for all other staff
- thongs are not appropriate dress and are considered dangerous footwear in the workplace.

Sun Safety

- all staff are required to wear a hat when participating in outdoor activities (as an example to children, for your protection, and to comply with legislation).
- staff will be required to wear a wide-brimmed hat (no caps).
- staff will be provided with sunscreen for use
- staff may wear sunglasses in the outdoor environment
- enclosed shoes are to always remain on.

Alcohol, tobacco, vaping and other drugs

- staff members are not permitted to consume alcohol, use tobacco or vape, or use other drugs whilst on the premises of the Service. (Reg: 82)
- staff are not to offer or supply alcohol, tobacco or other drugs to any person at the Service
- staff who are under the influence of alcohol or drugs will not be allowed to remain on the Service premises
- any breach of these conditions will result in disciplinary action



- staff who use prescription medication are asked to discuss the possible side effects of these drugs with management to ensure that the staff member and children remain safe at all times.
- relief staff are not permitted to administer prescription medication to children unless approved by management
- staff must not carry or use vaping substances or vaping devices on the Service premises while education and care is provided to children.

Related Policies

- Code of Conduct Policy
- Child Protection Policy
- Child Safe Environment Policy
- Dealing With Complaints Policy
- Enrolment Policy
- Interactions with Children Families and Staff Policy
- Performance Management Policy
- Privacy and Confidentiality Policy
- Recruitment Policy
- Respect for Children Policy
- Safe Use of Digital Technologies and Online Environments Policy
- Sleep and Rest Policy
- Staffing Arrangements Policy
- Tobacco, Drug, Alcohol-Free Policy

Policy Review

- The Service will review the Relief Staff Policy and related documents regularly or as current information arises.
- Families are encouraged to collaborate with the Service to review the Policies and Procedures.
- Educators and staff are essential stakeholders in the policy review process and will be encouraged to be actively involved.

Policy Version

Version	Version changes
1.0	• New Format created and policy created
1.5	• Minor changes made to the policy
2.0	• Updated references to comply with the revised National Quality Standard
3.0	• Rearranged the order of points for better flow • Points added (Highlighted). • Sources checked for currency. • Sources/references corrected, updated, and alphabetised. • References corrected, added &/or updated.
4.0	• Rewrite of the policy purpose • Related policies added

	• Addition of necessary documentation • Sources checked for currency • Minor formatting editing • Minor grammatical changes
5.0	• annual policy review • added section re: inappropriate conduct • added information about recruitment agency staff • added legislation changes for child safety- National Model Code/Ministerial Direction • added reference to new mandatory policy- <i>Safe Use of Digital Technologies and Online Environments Policy</i> • additional information added to strengthen vaping ban • added Child Care Centre Desktop related resources • sources checked and repaired as required

Source Acknowledgments

- Consultation with management, educators, staff, and families
- Australian Children's Education & Care Quality Authority. (2025). [Guide to the National Quality Framework](#)
- Australian Children's Education & Care Quality Authority. (2023). [Embedding the National Child Safe Principles](#)
- Australian Children's Education & Care Quality Authority. (2024). [National Model Code for Early Childhood Education and Care.](#)
- [Children \(Education and Care Services\) National Law \(NSW\)](#)
- [Education and Care Services National Law Act 2010.](#)
- [Education and Care Services National Regulations.](#) (Amended 2025)
- Fair Work: <https://www.fairwork.gov.au/starting-employment/types-of-employees>