

TWO-WAY RADIO POLICY

Our Out of School Hours Care (OSHC) Service aims to take all practical steps to protect children and young people from harm and hazards by developing and implementing strategies to allow educators to adequately supervise children and effectively communicate with colleagues across all learning environments at the Service to ensure the wellbeing and safety of all children within our care. One of the strategies our service implements to ensure effective supervision and communication is the use of two-way radios (walkie-talkies) to ensure the health, safety and protection of children, staff, educators, parents and visitors of the OSHC Service.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S165	Offence to inadequately supervise children
115	Facilities designed to facilitate supervision
122	Educators must be working directly with children to be included in ratios
181	Confidentiality of records kept by approved provider
195	Application of Commonwealth Privacy Act 1988

RELATED POLICIES

Child Safe Environment Policy	Interactions with Children, Families and Staff Policy
Code of Conduct Policy	Privacy and Confidentiality Policy
Emergency and Evacuation Policy	Supervision Policy
Health and Safety Policy	Work Health and Safety Policy
Injury, Incident, Trauma and Illness Policy	

PURPOSE

Our Out of School Hours Care (OSHC) Service has the responsibility to provide a safe and secure working and learning environment for staff, children, visitors and contractors. The use of two-way radios (walkie-talkies) as a method of communication between staff and educators to increase supervision and ensure consistent communication. Our OSHC Service adheres to the Privacy Act 1988 (Privacy Act) and comply with the Australian Privacy Principles.

SCOPE

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

IMPLEMENTATION

Our OSHC Service staff and educators use two-way radios when educating and caring for children in learning environments where their physical locality restrict communication between staff. Staff will use two-way radios to communicate a range of information to ensure the wellbeing and safety of children including communicating when children are transitioning between learning environments, being collected by an authorised person, during emergency situations and excursions.

LICENCES FOR THE USE OF TWO-WAY RADIOS:

Apparatus licences:

An apparatus licence can be obtained as an “assigned licence” where a frequency is allocated for exclusive use or a “non-assigned licence” where shared frequencies are used. To apply for an assigned licence, contact an [accredited person](#). For a “non-assigned licence” apply to ACMA (Australian Communications and Media Authority). <https://www.acma.gov.au/apparatus-licences>

Citizen band (CB) radio stations class licence:

Citizen band radio can be used to communicate over short distances using shared frequencies via the Citizen Band Radio Service (CBRS).

You don't need to apply for a class licence or pay any fees, however the Service must adhere to the:

[Citizen Band Radio Stations Class Licence 2015](#)

[Radiocommunications Act 1992](#)

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- complete a risk assessment for the use of two-way radio/land mobile radio to identify any risks and plan associated control measures to ensure safety and privacy are maintained
- ensure that educators are trained in how to effectively operate two-way radios
- ensure the Service *Privacy and Confidentiality Policy* is adhered to at all times by staff and educators
- ensure that only approved radios that are purchased from an authorised, Australian company and contain the appropriate (RCM or C-Tick) safety label will be purchased and used at the Service
- ensure (where required) the service obtains an apparatus licence from ACMA (Australian Communications and Media Authority). The licence should be an “assigned licence” to ensure a closed, private frequency is allocated to the service for exclusive use
- ensure the Service complies with the Citizen Band Radio Stations Class Licence 2015 and the Radiocommunications Act 1992
- keep the product manual and instructions available for reference
- ensure the device is maintained in safe working order and regular electrical testing is completed and maintained
- ensure the radios are returned to their charging stations at the end of the Before, After or Vacation Care session.

EDUCATORS WILL:

- use the two-way radios for their intended purpose only: communication across the OSHC Service for the purpose of educating and caring for children at the Service
- exercise caution when handling two-way radios, including keeping it away from liquids to avoid any damage to the device
- maintain confidence when communicating over two-way radios by:
 - only referencing children’s first name and (where required) the initial of their surname
 - not communicating any confidential or identifying information about the children, staff or Service
 - be aware of their surroundings and who can hear what’s being communicated
- comply with current legislation and Service policies
- communicate effectively when using two-way radios by speaking clearly, slowly, using a normal tone/volume and not shouting
- follow the manufacturer’s instructions for the use of the two-way radio/land mobile radio
- communicate effectively when using two-way radios by keeping messages precise and to the point to ensure the main points of the message are delivered clearly

- return two-way radios to their charging station when they're not in use and not required as part of educating and caring for children
- when using shared frequencies, establish and select an appropriate channel for educators to use prior to educating and caring for children. This will ensure that any interference is not heard/witnessed by children
- ensure authorised use of two-way radios is maintained, children are not to access two-way radios
- report any technical/operational issues with the two-way radios to the Responsible Person/Nominated Supervisor.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Two-way Radio Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Communications and Media Authority <https://www.acma.gov.au/>

Radiocommunications Act 1992 <https://www.legislation.gov.au/Details/C2023C00161>

Citizen band radio stations class licence <https://www.acma.gov.au/licences/citizen-band-radio-stations-class-licence>

Australian Government, Office of the Australian Information Commissioner. (2019). Australian Privacy Principles:

<https://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/>

Education and Care Services National Regulations. (Amended 2023).

REVIEW

POLICY REVIEWED BY	Libby Haines	Director	April 2025
POLICY REVIEWED	APRIL 2025	NEXT REVIEW DATE	APRIL 2026
VERSION	V3.04.25		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy maintenance • sources checked and updated as required 		
POLICY CREATED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
APRIL 2024	<ul style="list-style-type: none"> • annual policy maintenance • sources checked and updated as required 		APRIL 2025