

RELIEF STAFF POLICY

Our Out of School Hours (OSHC) Service aims to maintain continuity of education and care and abide by Education and Care National Regulations and National Quality Standard by employing quality relief staff to replace permanent staff on a short-term basis when necessary.

We ensure our OSHC Service meets or exceeds the minimum educator to child ratios as mandated in National Law to ensure adequate supervision is maintained and educators provide quality education and care in a healthy and safe environment.

NATIONAL QUALITY STANDARD (NQS)

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.162A	Child Protection training Offence relating to child protection training [NSW only]
S.165	Offence to inadequately supervise children

S. 166A	Offence to subject child to inappropriate conduct [NSW only]
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 [NSW only]
S. 178	Suspension of education and care by certain persons [NSW only]
S. 178A	Supervision of certain persons providing education and care [NSW only]
S. 188	Offence to engage person to whom prohibition notice applies
S. 188A	False or misleading information about certain notices [NSW only]
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
123	Educator to child ratios – centre based services
135	Illness or absence of early childhood teacher or suitably qualified person
136	First aid qualifications
145	Staff Records
149	Volunteers and Students
151	Record of educators working directly with children
155	Interactions with children
168	Policies and Procedures
170	Policies and procedures are to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
175	Prescribed information to be notified to the Regulatory Authority

RELEVANT POLICIES

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

SCOPE

This policy applies to management, approved provider, nominated supervisor, educators, staff including casual staff, of the OSHC Service.

PURPOSE

Our OSHC 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. Our recruitment and screening processes for permanent and relief staff play a vital role in protecting children from harm. This policy supplements our *Staffing Arrangements Policy* and *Recruitment Policy*.

IMPLEMENTATION

Our OSHC Service will comply with the required educators 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 [if applicable for your state/territory requirements for OSHC. There are NO national qualification requirements for educators caring for school age children in OSHC services] (see: [ACECQA qualifications checker](#))
- current Working with Children Check (WWCC)/ Vulnerable Person Check or Police/Criminal Check
- 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/Vulnerable Person Check.

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 OSHC Service for an orientation prior to commencing any work.

Our OSHC Service adopts and aligns with the National Model Code and Ministerial Direction (NSW) 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 OSHC Service to ensure they have a clear understanding of:

- putting children first in all considerations and practices to ensure child safety, welfare and wellbeing
- the Service's policies and procedures
- Code of Conduct
- Child Safe Standards
- 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 [NSW only]
- sign in and out processes
- safe transportation of children requirements
- 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
- behaviour guidance strategies implemented
- privacy and confidentiality requirements
- Child Information Sharing Schemes
- 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 OSHC 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 (mandatory from January 2026)
- WWCC clearance number and date of expiry; Vulnerable Persons Check number and date of expiry or Criminal History/Police Check- number and date of expiry, or proof of current teacher registration; identifying number and expiry date of registration [NSW, QLD, SA, TAS]
- 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/responsible person
- Relief staff members must strictly adhere to the National Model Code and Education and Care Services (Supply, Authorisation and Use of Devices) Order 2025 [NSW only] 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 OSHC Service

- Under the guidance of educational leader or responsible person, relief staff members are to introduce themselves to families, explain their position within the OSHC 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 OSHC 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 OSHC 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](#) from 2026.

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/Vulnerable Person Check 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 maintain a professional image at all times. Staff are to be clean and tidy at all times with no offensive or controversial clothing to be worn.

Pants/Shorts

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

Tops

- in maintaining the professional image of our OSHC 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 must wear enclosed shoes at all times
- 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 own 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 remain on at all times.

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.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Relief Staff Policy* will be reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Code of Conduct Staff Acknowledgement	Induction Checklist
Employee Details Form	Policy Acknowledgement Form
Employment Application	Relief Staff Availability Form
Individual Staff Record	Staff Handbook

SOURCES

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) (For NSW Services only)

[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>

REVIEW

POLICY REVIEWED BY	Libby Haines	Director	December 2025
POLICY REVIEWED	DECEMBER 2025	NEXT REVIEW DATE	DECEMBER 2026
VERSION NUMBER	V9.12.25		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy review • added section re: inappropriate conduct • added legislation changes for child safety- National Model Code/ Ministerial Direction NSW • 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 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE
DECEMBER 2024	<ul style="list-style-type: none"> • annual policy maintenance • sources checked for currency and updated as required 		DECEMBER 2025