

# TWO-WAY RADIO POLICY

Our Out of School Hours Care (OSHC) Service takes all reasonable steps to protect children and young people from harm by implementing effective supervision and communication strategies. Two-way radios (walkie-talkies) are used to support communication between educators across learning environments to assist with active supervision, emergency response and the safe management of children throughout the 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	
S.165	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
Code of Conduct Policy	Policy
Emergency and Evacuation Policy	Privacy and Confidentiality Policy
Health and Safety Policy	Supervision Policy
Injury, Incident, Trauma and Illness Policy	Work Health and Safety 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 manages the use of two-way radios in accordance with privacy requirements and the Australian Privacy Principles under the Privacy Act 1988 (Privacy Act).

## 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 relating to supervision, privacy and safe operation
- ensure ~~that~~ educators are trained in the safe and appropriate use of two-way radios

- ensure the Service complies with relevant privacy requirements and the Service's *Privacy and Confidentiality Policy*
- 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
- 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
- ensure two-way radios are not used for personal conversations or non-service related communication.

### 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 confidentiality when using two-way radios by:
  - only referencing children's first name (and the initial of their surname if required)
  - not communicating any confidential or identifying information about the children, staff or Service
  - being aware of who may overhear radio communications
- comply with current legislation and Service policies
- communicate clearly and professionally when using radios by speaking slowly, using an appropriate tone, and keeping messages brief and relevant
- follow the manufacturer's instructions for the use of the two-way radio/land mobile radio
- keep radios accessible while supervising children to ensure communication can occur promptly when assistance is required
- 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 reduces the likelihood of external interference being heard by children or educators.
- 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 nominated supervisor.

## CONTINUOUS IMPROVEMENT/REFLECTION

Our *Two-way Radio Policy* will be evaluated and 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.

## 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 2011](#)

## REVIEW

POLICY REVIEWED BY	Libby Haines	Director	April 2026
POLICY REVIEWED	APRIL 2026	NEXT REVIEW DATE	APRIL 2027
VERSION	V4.04.26		
MODIFICATIONS	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• opening statement revised</li> <li>• added statements to align with supervision obligations and child safe practices</li> <li>• strengthened privacy language for educators</li> <li>• sources checked and updated as required</li> </ul>		
POLICY CREATED	PREVIOUS MODIFICATIONS		
APRIL 2025	<ul style="list-style-type: none"> <li>• annual policy maintenance</li> <li>• sources checked and updated as required</li> </ul>		