

GUIDELINES FOR EDUCATORS WORKING ALONE IN OSHC SERVICES OPERATING ON DEPARTMENT FOR EDUCATION (DfE) SITES

It is recommended the approved provider operating OSHC on a DfE site consider the following guidelines for the safety of OSHC educators working alone.

Safety

- OSHC services should be located centrally on site and close to car parking facilities wherever possible.
- An allocated OSHC parking space should be clearly identified for single staffed services or procedures in place where educators can move their car closer to the OSHC facility once school has finished.
- Security and sensor lighting should be installed around OSHC facilities, toilets, car parks and thoroughfares between.
- Trees and bushes should be kept trimmed around OSHC facilities, toilets, car parks and thoroughfares between.
- Educators working alone in after school care or vacation care should leave the site with the last adult and child/ren signed out for the day. Where an educator is employed until the end of the session they may elect, with the consent of their employer, to work make-up time, as per clause 21.8 of the Children's Services Award, under which the employee takes time off during ordinary hours and works those hours at a later time during the ordinary spread of hours provided for in clause 21.3 of the Children's Services Award 2010 (i.e. between 6:00 am and 6:30 pm) at their ordinary rate of pay.
- A bushfire emergency evacuation procedure to be documented displayed, practiced, and reviewed and rehearsed every 3 months.

Telephone facilities

- Educators working alone must have immediate access to an operating telephone at all times.
- A mobile phone must be available for use by educators and children when outside or on excursions to ensure immediate communication to and from parents and emergency services.
- The mobile phone and other telephones used at the service must be pre-programmed with emergency numbers identified clearly on the phone so that children can call for assistance should an educator be incapable of seeking assistance.

Illness and accidents

- The approved provider must ensure that if a child has an accident or becomes ill while attending OSHC they receive appropriate first aid and are kept under adult supervision until they recover or until the child's parent/guardian or other authorised person takes charge of the child.
- Where educators are working alone the approved provider must consider how other children in care will be supervised when an educator is caring for an unwell or injured child.
- Where a child requires immediate medical aid all reasonable attempts must be taken to secure that aid and to notify the parent/guardian or authorised person of the accident or illness.
- The service must have procedures in place to support educators and children if an educator becomes unwell or is injured or requires medical assistance.

Emergency procedures

- Regulation 97 of the Education and Care Services National Regulations states that emergency and evacuation procedures required under regulation 168 must set out:
 - instructions for what must be done in the event of an emergency; and
 - an emergency and evacuation floor plan.
- For the purposes of preparing emergency and evacuation procedures, the approved provider must ensure that a risk assessment is conducted to identify potential emergencies that are relevant to the service.
- The approved provider must ensure that:
 - emergency and evacuation procedures enduring bushfire evacuations are rehearsed every 3 months by the educators, volunteers and children present at the service on the day of the rehearsal and the responsible person in relation to the service who is present at the time of the rehearsal; and
 - the rehearsals of the emergency and evacuation procedures are documented.
To ensure that all steps are covered during an emergency you may find developing a checklist useful. It is important that the educator evaluates how the rehearsal went and documents what worked well and what areas need improvement.
- In addition to the line manager/principal there must be an alternate contact person within a reasonable distance of the venue who is able to respond immediately to an emergency and who is willing to have their contact number clearly displayed at the service. The service must ensure the alternate contact person notifies the director of any changes to their contact details and availability.
- In a medical, fire or security emergency, the educator will follow the service's emergency procedures and immediately contact the alternate contact person.

Educator: child ratios

- Regulation 320 of the Education and Care Services National Regulations states the educator to child ratio for children over preschool age is 1 educator to 15 children. Regulation 321 states that the first of every 2 educators required to meet the educator to child ratio for children over preschool age must hold an approved qualification. This means an educator working alone with up to 15 children must hold an approved qualification.
- A relief staff list of at least 4 persons who can be called upon should be maintained.
- Relief educators must have an approved first aid qualification to meet the National Regulations when working alone.
- When options are exhausted the approved provider is responsible to ensure the service operates. In these instances teaching staff or the principal may work in the service.
- A documented procedure must be in place in the event that the rostered educator does not report for duty.

Procedures for collecting children

- Regulation 168 (f) of the Education and Care Services National Regulations requires services to have policies and procedures for the delivery and collection of children to OSHC. A procedure to immediately advise the appropriate persons of a child's absence, when they have been booked in and/or they are expected by staff.
- The approved provider is required to have documented procedures in place that ensure the safe-handover of children to and from the outside school hours care service and school. These procedures shall require a person other than the OSHC educator to be nominated to investigate the reasons when a booked in child cannot be located either at the school or the service and to advise the OSHC educator accordingly.
- The approved provider is required to have in place a procedure that ensures children are signed in and out of the service by their parent, guardian or other nominated adult.
- Educators have a duty of care for OSHC children once they are signed in. It is important to remember if an incident occurs during yard duty, before the child has commenced OSHC the school is responsible for managing the incident. If there are OSHC children remaining when yard duty finishes the teacher should escort the children to OSHC.

Toileting

- The approved provider must have documented procedures in place for children to access toilet facilities not located in the OSHC facility. Some practices may include:
 - Children advising the educator that they are going to the toilet and who they are going with.
 - Children walking to the toilet in pairs with children of the same sex and similar age.
 - Children carrying a whistle or walkie talkies to alert the educator when assistance is required.
 - There are occasions when the educator may need to accompany children to the toilet once it is dark or when are only a few children in care.
- The approved provider must have a documented procedure for educators to use toilet facilities that are also allocated to children.

Notifications

- The service must be as prepared as reasonably practicable to manage any adverse event that could arise when working in isolation such as:
 - Critical incidents
 - Emergency/security incidents
 - Complaints
- The approved provider is required by law to notify the following agencies of any of the above:
 - Education Standards Board - [Education Standards Board SA \(esb.sa.gov.au\)](http://esb.sa.gov.au)
 - Department for Education Incident and Response Management System (IRMS) - Education.HSS@sa.gov.au
 - Australian Government, Department of Education and Training - SACCB@education.gov.au

Further information

The process for reporting incidents on a Department for Education site can be accessed at:

The Notification requirement checklist can be accessed at:

[Notification Requirements](#)

OSHC educators should be familiar with and have access to the following resources:

Protective practices for staff in their interactions with children and young people
Guidelines for staff working or volunteering in education and care settings

[Protective practices for staff in their interactions with children and young people](#)

Responding to problem sexual behaviour in children and young people
Guidelines for staff in education and care settings

[Responding to problem sexual behaviour in children and young people](#)

Vacation care preparation checklist

[Vacation care preparation checklist](#)

Department for Education Working in isolation procedure

[Working in isolation procedure \(edi.sa.edu.au\)](http://edi.sa.edu.au)

To access the Department for Education intranet you will need log in credentials. If you do not have access you will need to see your school principal.