

C-1 Educator Recruitment and Selection

NQS

QA. 4.1.2	Continuity of staff.
QA. 4.2.1	Professional collaboration.
QA. 4.2.2	Professional standards.
QA. 7.1	Governance.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2.2	Educational leadership.
QA. 7.2.3	Development of professionals.

National Law & Regulations

Sec. 162A	Child Protection training
Reg. 84	Awareness of child protection law
Reg. 136	First aid qualifications
Reg. 145	Staff record
Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available
Reg. 261	General qualifications for educators – children over preschool age – centre-based services

Child Safe Standards

Standard 1	Child safety is embedded in organisational leadership governance and culture
Standard 2	Children participate in decisions affecting the and are taken seriously
Standard 3	Families and communities are informed and involved
Standard 4	Equity is upheld and diverse needs are taken into account
Standard 5	People working with children are suitable and supported
Standard 6	Processes to respond to complaints of child abuse are child focused
Standard 7	Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training
Standard 8	Physical and online environments minimise the opportunity for abuse to occur
Standard 9	Implementation of the Child Safe Standards is continuously reviewed and improved
Standard 10	Policies and procedures document how the organisation is child safe

Policy Statement

Concord OSHC is dedicated to ensuring the safety, welfare and wellbeing of children in our care. We believe that our educators are the most valuable asset to the quality of the service and high-quality educators are imperative to the smooth running of the Centre. We conduct recruitment, induction and training procedures that comply with the Children (Education and Care Services) National Law, Education and Care Services National regulations, NSW Child Safe Standards, the Working with Children Check Act 2025 (NSW) (WWCC Act 2025). We aim to ensure educators are appropriate to work with children and uphold the values of the centre including a commitment to child safety. We aim to employ the best possible educators for the position through fair advertising and selection processes.

Related Policies

- Concord OSHC Policy A-3: Philosophy
- Concord OSHC Policy A-15: Role of Management Committee
- Concord OSHC Policy A-17: Privacy and Confidentiality
- Concord OSHC Policy C-2: Conditions of Employment
- Concord OSHC Policy C-3: Staff Orientation and Induction
- Concord OSHC Policy C-4: Staff Professionalism
- Concord OSHC Policy C-5: Professional Development
- Concord OSHC Policy C-7: Grievance Procedures
- Concord OSHC Policy C-8: Disciplinary Action
- Concord OSHC Policy C-12: Communication
- Concord OSHC Policy C-13: Interactions with Children
- Concord OSHC Policy C-14: Reportable Conduct
- Concord OSHC Policy D-22: Child Protection/mandatory reporting
- Concord OSHC Policy D-42: Child Safe

Guiding principles

Concord OSHC recruit staff and volunteers who uphold and promote a safe, supportive environment for children.

We are committed to child safety and the wellbeing of every child in our care.

We promote the paramount importance of child safety in all that we do and actively consider children's voices in all decisions that affect them.

Concord OSHC ensure leadership and governance maintain clear policies, safe recruitment practices and accountability throughout the Service. Child safety is embedded in everyday practices and responsibilities. All staff understand and uphold their child safety obligations.

Procedure

Qualifications / Pre-requisites / Requirements

Qualifications required under the National Quality Framework will be adhered to at all times, once these are formally approved for OSHC services. Courses attended / required will be in line with those approved by the Australian Children's Education and Care Quality Authority (ACECQA).

Requirements for a Centre Director will include:

- a minimum of 2 years' experience working in a relevant field (desirable) and a demonstrated ability to work with children and staff
- current First Aid Certificate as approved by ACECQA
- current approved Emergency Asthma management training, Anaphylaxis management training and Child Protection training as per ACECQA guidelines
- an understanding of and familiarity with the National Quality Framework
- found to be a fit and proper person after undergoing a valid and verified Working with Children Check (WWCC)
- an interest and desire to work with children
- an ability to communicate with adults, children and Management
- an ability to supervise and support educators

Requirements for Centre Supervisors will include:

- a minimum of 2 years' experience working in a relevant field (desirable) and a demonstrated ability to work with children and staff.
- A current First Aid Certificate as approved by ACECQA.
- Current approved Emergency Asthma management training, Anaphylaxis management training and Child Protection training as per ACECQA guidelines.
- An understanding of and familiarity with the National Quality Framework.
- Found to be a fit and proper person after providing a valid and verified working with Children Check (WWCC).
- An interest and desire to work with children
- An ability to communicate with adults, children and Management
- An ability to supervise and support staff.

Requirements for Educators will include:

- Found to be a fit and proper person after providing a valid and verified Working With Children Check (WWCC)
- An interest and desire to work with children
- An ability to communicate with adults, children and Management
- An ability to supervise and support staff
- Current First Aid certificate as approved by ACECQA or willingness to obtain

- Willingness to undertake training in Child Protection as per ACECQA guidelines
- Demonstrated ability to uphold child safe practices and maintain appropriate professional boundaries with children

Recruitment

When a Senior or Management position becomes available, the Management Committee will appoint a selection panel to conduct the selection process. The panel will consist of three people: two members of the Management Committee and the Centre Director for assistance.

Experienced contractors (e.g. Administrative Service Providers) may be asked to join the panel to provide an external viewpoint on desirable characteristics for the position. A convenor for the panel will be nominated.

Where the position is for the out-going Centre Director, a staff representative will be placed on the panel.

When a casual educator position becomes available, the Nominated Supervisor will advise the Management Committee of the requirement for additional educators. The Nominated Supervisor will then be responsible for the recruitment process, ensuring the Management Committee is provided with information regarding the candidate's qualifications, advertising strategies and recruitment decisions. An interview panel for the casual position will include the Nominated Supervisor or an appointed responsible person. A member of the Management Committee may also join the panel they wish to.

The panel will:

- approve the job description and select criteria for the position
- determine the method and placement of advertising and place the advertisement including notification of the Working with Children Check. Should it be determined that the method is internal recruitment only, the convenor will be responsible for performing the below steps through to making a decision on preferred applicant, put before the Management Committee for final approval.
- ask applicants to consent to a screening, if applicable
- short-list the applicants
- arrange interview questions, date and time
- contact the applicants for an interview
- conduct the interviews
- arrange for the preferred applicant to provide their WWCC
- ensure that the WWCC(Employee) is verified in the Office of the Children's Guardian portal
- complete a prohibited and suspended person check through NQA ITS prior to commencement
- verify the applicant's identity and right to work in Australia
- assess the applicant's suitability to work with children, including their attitudes, behaviours, values and previous experience working with children

- ensure 2 reference checks are conducted which include questions relating to the applicant's professional conduct and suitability to work with children
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- make a decision on a preferred applicant, which is put before the Management Committee for final approval
- offer the position to the successful applicant and contact the unsuccessful applicants after the position has been accepted
- set a date for the commencement of employment and orientation of the new person
- Ensure all recruitment, screening, induction and verification records are securely maintained within the staff file in accordance with privacy and record keeping requirements
- prepare a letter of offer and contract in line with the Children's Services Award (2010)

Advertisements

Advertisements may be placed in local Facebook groups and job advertising websites e.g. LinkedIn.

Advertisements are to include:

- Job title
- Specific employment information, including hours of work and rate of pay
- Requirement for applicant to hold a cleared Employee Working with Children Check (unless exempt)
- Commitment of the OSHC to child safety
- A request for potential candidates to demonstrate their commitment to child safety in their application and include child safety questions as part of the application response.
- Closing date and submission information for applicants
- Contact name and number where the applicant can obtain more information
- Email address for applicant to forward relevant information

Applicants in writing should include

- Contact telephone numbers
- Resume
- Minimum of (2) referees with at least one being a work reference

Pre-assessment of applications or shortlisting

Concord OSHC review all applications and supporting documentation to assess each applicant's qualifications, skills, relevant experience and suitability for the role. We consider evidence of an understanding of and commitment to child safety, including a demonstrated knowledge of relevant child protection legislation, child safety responsibilities and alignment with our service's child safe values and code of conduct. During the pre-assessment we consider any concerns, such as frequent short term employment in child related roles, unexplained gaps in employment history, inconsistencies in work history and other factors that may affect an applicant's suitability to work with children. Where these indicators are identified, we do not rely on the written application

alone. These matters are carefully considered and where appropriate, clarified through further enquiry, such as discussion during interview or through referee checks to better understand the context.

Concord OSHC maintain clear documentation of shortlisting decisions and suitable applicants including rationale for selecting suitable applicants to support transparency, accountability and compliance with child safe recruitment practices.

Interview

Concord OSHC has suitable interview questions templates based on child safe principles, which relate to all aspects of the position, include competency and scenario-based questions, and ensure equal opportunity guidelines are followed.

For external recruitment, no longer than 5 days after the closing date, the panel will meet to discuss the applications, develop a short-list and decide on the interview date and times.

An appropriate time frame will be allocated to each interview, with a short break between for discussion.

Each applicant will be given a copy of the job description and relevant forms before the interview. Only the preferred applicant will be required to return the paperwork to the panel.

Each applicant will be asked the same questions with their answers recorded. During the interview any prior disciplinary matters, relevant employment history, 'red flags' identified during shortlisting or concerns affecting suitability to work with children are discussed.

Where staff are engaged through a staffing agency, we seek assurance about the recruitment and screening processes undertaken by the agency, including the types of child safety questions asked to assess suitability to work with children.

For external recruitment, no longer than 5 days after the closing date, the panel will meet to discuss the applications, develop a short-list and decide on the interview date and times.

An appropriate time frame will be allocated to each interview, with a short break between for discussion.

Each applicant will be given a copy of the job description and relevant forms before the interview. Only the preferred applicant will be required to return the paperwork to the panel.

Each applicant will be asked the same questions with their answers recorded.

The panel may use a rating scale to evaluate each applicant's answers.

The Management Committee are to discuss each applicant and their suitability for the position based on their answers, qualifications and experience, and the selection criteria drawn up by the panel.

Should the committee have difficulty in deciding between two applicants, a second interview for these applicants will be conducted with new questions.

The Management Committee will then make a decision on the applicant for the job according to the selection criteria. The preferred applicants WWCC must be verified before being offered a position within the service.

Should the applicant decline the position, the Management Committee will either make a second choice from the other applicants or if none are seen as suitable, re-advertise the position.

The interview process is documented and records of outcomes and decisions are maintained to support transparency and accountability in child safe recruitment.

Robust reference checks

Each candidate must provide the details of 2 referees. At least one referee should be from their most recent or current role and both must have directly supervised or managed the applicant in a professional capacity.

If the applicant has never worked before, has recently left school or has exceptional circumstances such as a long, explained career break character references may be acceptable. Character references should not be from family members and professional references should be preferred.

We conduct verbal references (unless they are not feasible in the circumstances). During reference checks, we ask whether the referee has any concerns about the applicant working with children, whether the applicant has been subject to any disciplinary action or if the applicant has displayed any concerning or inappropriate behaviour. We use the reference check to clarify any issues or concerns identified during the shortlisting or interview process. Where verbal references cannot be obtained or where written references are also sought, we use a secure digital system capable of identifying potential falsified written references.

We keep a record of every reference check (verbal or written) including the date the check was conducted, the name and role of the referee, their relationship with the candidate, a summary of the feedback provided and any concerns raised and how they were addressed.

We store all records securely and manage them in line with our organisations record-keeping and privacy requirements. We ensure all records are accessible for internal review or regulatory purposes.

Robust background checks

Pre-employment screening:

Before engaging an applicant in child-related work we will ensure they hold a current Working With Children Check (WWCC) clearance issued under the WWCC Act 2025 (unless exempt) and verify it in the NSW Office of the Children's Guardian system. We check the validity of qualifications, including checks with the National Training Register for Registered Training Organisations (RTOs). In addition, all applicants complete a 100-point identification check to verify identity.

We verify if an individual is a prohibited person through the National Quality IT System (NQA ITS) (Section 188).

We ask applicants to complete a declaration about their suitability and any current restrictions imposed by Regulatory Authorities including enforceable undertakings, suspension orders, supervision orders or training orders. This may include using ACECQA's Prohibition Notice Declaration form and Compliance history form, which are available on ACECQA's [Sample forms and templates page](#). We ask applicants to supply a recent National Criminal History Check Certificate.

We confirm teacher accreditation status (where relevant).

We keep records of all pre-employment checks, including WWCC verification, National Criminal History Check, qualification checks, prohibited person checks, declarations, and accreditation confirmations. We store all records securely and manage them in line with our organisations record-keeping and privacy requirements.

Agency staff:

Where staff are engaged through a staffing agency, we seek assurance that the agency has conducted appropriate background checks. This includes verifying WWCC's, checking relevant registers and confirming that child safety questions and screenings have been undertaken to assess the suitability of candidates to work with children. Agency staff must meet the same child safety standards and requirements as employed staff.

Before an agency staff member commences working with children we ensure they hold a current WWCC clearance and verify it in the Office of the Children's Guardians system. We check the National Quality IT System (NQA ITS) to ensure an individual is not a prohibited person (Section 188). We conduct these checks ourselves, even if the agency has advised us they have already been conducted.

Volunteers:

We ensure that volunteers who engage in child-related work also have a current WWCC.

We conduct reasonable enquiries and undertake informal interviews or written assessments to confirm child-safe values and suitability.

We undertake reference checks of volunteers consistent with those for employees.

Negative notices, disqualified persons and interim bars

We acknowledge that under the WWCC Act 2025:

- A disqualified person is legally barred from engaging in child-related work.
- Individuals subject to an interim bar notice must cease child-related work immediately.
- A negative notice prohibits employment and engagement in child-related work.

Upon receipt of notification from the Office of the Children's Guardian or other authorised agency or from an employee that a person engaged by the organisation is disqualified, issued an interim bar, or has received a negative notice, the organisation will immediately cease that person's involvement in child-related work and inform the NSW Early Learning Commission as required under Section 174AB of the Children (Education and Care Services) National Law (NSW) within 24 hours of becoming aware.

We inform all employees that they must notify their Approved Provider in writing if they receive a negative notice or if there is a change to the educator's accreditation or registration as a teacher

(Section 174AA). Employees must provide this notice within 72 hours of the event or within 24 hours of becoming aware.

We also report to the NSW Education Standards Authority if the employee is an accredited teacher.

Confidential records of these incidents shall be maintained and managed according to privacy and child protection legislation.

Orientation and Induction

All new educators, volunteers and students will participate in a comprehensive induction and orientation process prior to, or upon commencement at the service.

The induction process will ensure educators understand their roles and responsibilities, child protection obligations, professional expectations and the service's commitment to maintaining a child safe environment.

The induction and orientation process may include, but is not limited to:

- verification and recording of Working With Children Check details and expiry dates
- explanation of the service's Child Safe Standards and Statement of Commitment to Child Safety
- child protection and mandatory reporting responsibilities
- reportable conduct obligations and professional boundaries
- supervision and active supervision expectations
- confidentiality and privacy expectations
- safe use of digital technology, personal devices and child image procedures
- complaints, grievance and escalation procedures
- incident, injury, trauma and illness procedures
- emergency evacuation and lockdown procedures
- medication, medical condition and risk minimisation procedures
- workplace health and safety requirements and risk management procedures
- explanation of relevant policies and procedures
- explanation of the service routine, staffing structure and communication processes
- provision of opportunities for educators to ask questions and seek clarification

New educators may undergo a supervised trial period to assess their suitability to work with children, interactions with others, professionalism and ability to follow service expectations and procedures.

Notification

Applicants will be given an approximate timeframe as to when they will be contacted regarding their success for the position.

A person on the selection panel will notify the successful applicant and negotiate a starting date.

After the appointment has been made and accepted the other applicants will be notified that the position has been filled.

Equal Employment Opportunities

All staff positions will be advertised according to the Equal Opportunities Act.

No one will be discriminated against on the basis of his or her cultural background, religion, sex, disability, marital status or income.

All applicants and referees will be asked the same questions.

Selection will be based only on suitability for the position and based on the selection criteria, which have been drawn up by the panel. The criteria will cover issues such as qualifications and experience, appropriate knowledge to meet the children's needs, good communication skills, demonstration in being fit and proper person for the job, including Working with Children Check and appropriate answers to the interview questions.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Australian Children's Education and Care Quality Authority (ACECQA)
- Children's Services Award 2010
- NSW Anti-Discrimination Act 1977
- Equal Employment Opportunities Act 1987
- Office of the children's guardian Working With Children Check NSW
- NQF Review: Providing a child safe environment
- NSW Child safety reform

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