

C-3 Staff Orientation and Induction

NQS

QA. 2.2.3	Child protection.
QA. 4.2.1	Professional collaboration.
QA. 4.2.2	Professional standards.
QA. 7.1.1	Service philosophy.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.
QA. 7.2.3	Development of professionals.

National Law & Regulations

Sec. 162A	Child protection training
Reg. 84	Awareness of child protection
Reg. 145	Staff record
Reg. 147	Staff members
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

Child Safe Standard

Standard 1	Child safety is embedded in organisational leadership governance and culture
Standard 2	Children participate in decisions affecting them 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

We aim to ensure there is an effective process in place to enable staff to be fully equipped to carry out their duties in the best possible way. An orientation and induction process will be developed and carried out for all employees in the Centre, providing them with a clear understanding about the

service and its operations and what is expected of them within the Centre. We recognise that making sure a staff member, agency staff member or volunteer is safe and suitable to work with children is an ongoing process.

Related Policies

- Concord OSHC Policy A-3: Philosophy
- Concord OSHC Policy A-12: Policy Development and Review
- 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-4: Staff Professionalism
- Concord OSHC Policy C-5: Professional Development
- Concord OSHC Policy C-6: Staff Review and Appraisal
- Concord OSHC Policy C-7: Grievance Procedures
- Concord OSHC Policy C-8: Disciplinary Action
- Concord OSHC Policy C-9: Relief Staff
- Concord OSHC Policy C-10: Volunteers/Students/Visitors
- 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-1: Dealing with Medical Conditions
- Concord OSHC Policy D-9: Emergency Procedures
- Concord OSHC Policy D-22: Child Protection
- Concord OSHC Policy D-23: Child Management / Behaviour Guidance
- Concord OSHC Policy D-28: Workplace Health and Safety
- Concord OSHC Policy D-29: Manual Handling
- Concord OSHC Policy D-42: Child Safe
- Concord OSHC Policy E-1: Daily Routines
- Concord OSHC Policy E-6: Safe use of digital technologies

Procedure

The Director or nominated representative will conduct the orientation process as soon as possible, after the applicant has accepted a position at the Centre.

The orientation process will include:

- A brief history of the service
- Introductions to existing staff and Management Committee members
- Guided tour of the service, supervision requirements, and risk mitigation strategies to ensure children are safe at all times
- Being shown where all relevant records are kept

- Discussion about working arrangements and expectations, including code of conduct and expectations of behaviours when working with children
- Completion of National Child Safety training via Gecko (see policy C-5 Professional Development)
- Training on legislative obligations under the National Law and Regulations, Children's Guardian Act 2019, Crimes Act and related child protection legislation e.g. Child protection training and Child Safety training
- Webinars for WHS and Safe food handling
- Discussion surrounding WHS in the workplace, emergency procedures, day-to-day routines, confidentiality expectations, professional boundaries, active supervision practices, safe use of digital technology/personal devices, and child protection obligations including Mandatory Reporting obligations, Reportable Conduct responsibilities, WWCC obligations and duty of care responsibilities.
- Information about the review and appraisal system
- Opportunity to ask any questions regarding the Centre or expectations

The new staff member will be provided with the following information:

- Centre operation and hours
- The Centre philosophy and relevant Policies
- Staff Information Booklet
- Parent information Booklet
- Staff code of conduct
- Policy C-14: Reportable Conduct
- Policy D-22: Child Protection/Mandatory reporting
- Policy D-42: Child Safe
- Position description
- Emergency procedure duties
- Grievance Procedures
- List of current staff, Management Committee and Administrative Services and their positions
- Terms and conditions of employment
- Children's Services Award (2010) information
- Staff Information form for completion
- Fair Work Information Statement
- Casual Employment Information Statement
- Probation period and review and appraisal procedure
- Appropriate lines of communication with staff and management

After a period of one week the new educator will have a sit-down meeting with the Director to address any questions or issues they may have once they have been in the service. The new staff member will be required to sign a statement that they understand and agree to the expectations in the code of conduct, the Child Protection/Mandatory reporting policy, Child Safe policy and the Reportable Conduct policy.

Staff will also be required to sign acknowledgements confirming they have read, understood and agree to comply with relevant policies, procedures and child safe expectations of the service.

Staff are required to complete suitability declarations and any other documentation required to assess and maintain suitability for child-related work, in accordance with legislative and child safe requirements.

We ensure that all staff complete mandated child safety and child protection training as required by legislation and regulatory authorities. Completion of required training is a condition of undertaking and continuing child-related work.

We maintain accurate records of completed training and actively monitor compliance to ensure all workers remain current with required qualifications and child safety learning.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children's Services Award 2010
- Work Health and Safety Act 2011
- Commission for Children and Young People Act 1998
- NSW Office of the Children's Guardian
- Children (Education and Care Services National Law Application) Act 2010
- NSW office of the Children's Guardian
- NQF Review: Providing a child safe environment

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