

(Reviewed September 2025)

Policy Statement:

The Mueller College Outside School Hours Care (OSHC) Service Management recognizes that from time to time, children and young people may have additional support needs with toileting and may not be able to consistently toilet themselves independently. Thus, the Service seeks to ensure that the child or young person's health and safety with personal hygiene is supported while protecting their safety.

Background:

The Education and Care National regulations require Service providers to have Policies and procedures that support the health, safety and dignity of all children and young people in the environment.

Important terms:

Children and young people	Refers to the children and young people present in the care environment.
Educator	Refers to the staff employed by the Service to provide care for children and young people attending.
Parent/guardian	Refers to the primary carer/s of the child or young person attending the Service.
Family	Refers to the group of people, including the primary carer which engage daily with the child or young person in the home environment.
Approved Provider	The legal entity that holds responsibility for compliance with the Education and Care Services National Law and Regulations.
Nominated Supervisor	The person designated by the Approved Provider to oversee day-to-day operations and ensure compliance.
Line of Sight	A practice of maintaining visual contact with children, used to ensure safety when toileting support is required.

Legislation

National Quality Standard (NQS):

Quality Area 1: Educational Program & Practice

2: Children's Health & Safety

7: Governance & Leadership

1.2	Practice	Educators facilitate and extend each child's learning and development.
1.2.3	Child directed learning	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world.
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected
	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
7.1	Governance	Governance supports the operation of a quality service.
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 Regulations

77	<p>Health, hygiene and safe food practices</p> <p>(1) The approved provider of an education and care service must ensure that nominated supervisors and staff members of, and volunteers at, the service implement—</p> <p>(a) adequate health and hygiene practices; and</p> <p>(b) safe practices for handling, preparing and storing food—to minimise risks to children being educated and cared for by the service.</p> <p>Penalty: \$2200.</p> <p>(2) A nominated supervisor of an education and care service must implement, and ensure that all staff members of, and volunteers at, the service implement—</p> <p>(a) adequate health and hygiene practices; and</p> <p>(b) safe practices for handling, preparing and storing food—to minimise risks to children being educated and cared for by the service.</p>
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	Penalty: \$2200.
106	<p>Laundry and hygiene facilities</p> <p>(1) The approved provider of an education and care service must ensure that the service has—</p> <p>(a) laundry facilities or access to laundry facilities; or</p> <p>(b) other arrangements for dealing with soiled clothing, nappies and linen, including hygienic facilities for storage prior to their disposal or laundering—</p> <p>that are adequate and appropriate for the needs of the service.</p> <p>(2) The approved provider of the service must ensure that laundry and hygienic facilities are located and maintained in a way that does not pose a risk to children.</p>
155	<p>Interactions with children</p> <p>An approved provider must take reasonable steps to ensure that the education and care service provides education and care to children in a way that—</p> <p>(a) encourages the children to express themselves and their opinions; and</p> <p>(b) allows the children to undertake experiences that develop self-reliance and self-esteem; and</p> <p>(c) maintains at all times the dignity and rights of each child; and</p> <p>(d) gives each child positive guidance and encouragement toward acceptable behaviour; and</p> <p>(e) has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service.</p>

Education and Care Services National Law

301 (3,f)	Requirements and standards to be complied with for safety, security, cleanliness, comfort, hygiene and repair of premises, outdoor spaces, fencing, gates, resources and equipment used for providing education and care services;
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Principals:

Mueller College Outside School Hours Care aim to provide high quality care to all children and young people while maintaining privacy and dignity. When assisting children and young people with toileting these principals along with following safety protocols for the protection of children, young people and staff are of paramount importance. The Service does not currently hold facilities, nor educators with the training to cater for children or young people requiring nappy changes or significant toileting care.

Procedure:

Educators will:

- not, as a general rule, assist students with toileting. Children and young people of prep age are expected to be able to toilet themselves before commencing at the Service.
- possibly be required to support the personal hygiene of children and young people with toileting when it becomes known to them that a child or young person is in need of assistance due to a toileting accident.
- notify the Nominated supervisor of lead educator that a personal hygiene incident has occurred which requires support.
- where possible, have a second member of staff present during the toileting support.
- Gender and developmental consideration should be given to the situation in ensuring the most appropriate member/s of educators manage the situation and that the process is open and transparent.
- discretely support children and young people, demonstrating empathy and compassion.
- assist children and young people to toilet and follow hygiene procedures by ensuring hands are cleaned and sanitized and gloves are worn.
- encourage children and young people to clean themselves independently through providing suitable wipes and means of disposal. (Wipes are generally not suitable for flushing.)
- support children and young peoples emotional needs and should not under any circumstances cause any further embarrassment to the child or young person. Nor should they become forceful in their assistance to children and young people.

Lead Educators will:

- notify Parents/Guardians if deemed necessary and shall have the opportunity to collect the child or young person.
- Children and young people who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes and pull ups if necessary.

Approved provider & Nominated Supervisor will:

- Provide a toileting kit will be available for educators in the laundry cupboard which includes gloves, wipes, hand sanitiser and appropriate bags for soiled materials. (Attention will be given to any children or young people with allergies to latex.)
- Share the 'Children and Young People Requiring Toileting Assistance Policy and Procedure' with all employees upon their induction and ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection.
- All Service policy will be reviewed annually through consultation with all stakeholders or sooner should there be identified changes or updates to legislative requirement.
- Additional professional development will be provided as needed and during review processes.

See Also:

- Mueller OSHC Safe Storage of Soiled Items Policy & Procedure
- Mueller OSHC Toileting Policy & Procedure
- Mueller OSHC Respect for Children and Young People Policy & Procedure
- Mueller OSHC Supervision Policy & Procedure

REFERENCES:

- Education and Care Services National Law Act 2010, Current as at October 2024
- Education and Care Services National Regulations, Current as at September 2025
- Education and Care Services National Law Act (QLD) 2011, Current as at September 2025
- Child Protection Act 1999 (Current as at 20 September 2025)
- Guide to the National Quality Framework, Revised September 2025
- National Quality Standard, Revised 1 February 2018
- Guide to the National Quality Standard, Revised May 2022
- The Code of Ethics - Early Childhood Australia Inc. (2025 update)
- Family & Child Commission Act 2014 (current as of 24 June 2024)
- Education and Care Services Act 2013, Current as at Feb 2024
- United Nations Convention on the Rights of the Child (Last modified 2 August 2014)
- Disability Discrimination Act 1992 (Current as at Oct 2024)
- Anti-Discrimination Act, 1991 (Current as at 1 Dec 2024)
- Child Protection Policy of Mueller College
- Child Protection Regulation 2023, Aug 2023



CHILDREN AND YOUNG PEOPLE REQUIRING TOILETING ASSISTANCE POLICY & PROCEDURE



REVIEW

POLICY REVIEWED BY:	Rachel Rose	OSHC Director	23/09/25
POLICY REVIEWED	SEPT 2025	NEXT REVIEW DATE	JAN 2026
VERSION NUMBER	V2.3		
MODIFICATIONS	<ul style="list-style-type: none">Updated references		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	<ul style="list-style-type: none">Updated referencesAddition of review table	JAN 2025	
	<ul style="list-style-type: none">New format	AUG 2025	