

(Revised September 2025)

## **Policy Statement:**

The Mueller College Outside School Hours Care (OSHC) Service recognizes the need to ensure the safety of all children and young people whilst accessing the toilet. The following procedures are to be implemented consistently by all educators to protect children and young people from risk of harm or injury.

## **Background:**

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

## **Important terms:**

<b>Children and young people</b>	Refers to the children and young people present in the care environment.
<b>Educator</b>	Refers to the staff employed by the Service to provide care for children and young people attending.
<b>Parent/guardian</b>	Refers to the primary carer/s of the child or young person attending the Service.
<b>Family</b>	Refers to the group of people, including the primary carer which engage daily with the child or young person in the home environment.
<b>Line of sight</b>	A supervision practice where children must remain visible to staff wherever possible, especially when accessing toileting facilities.
<b>Nominated supervisor</b>	The person appointed in writing by the Approved Provider who has day-to-day management and oversight of the Service.
<b>Approved Provider</b>	The legal entity that holds the OSHC Service approval and is ultimately responsible for compliance with legislation.
<b>Visitor &amp; Contractor</b>	any person present on the Service premises who is not a staff member, family, or enrolled child (e.g., tradespeople, cleaners, relief educators).

## **Legislation**

### **National Quality Standard (NQS):**

Quality Area 1: Educational Program & Practice

2: Children's Health & Safety

7: Governance & Leadership

<b>1.2</b>	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.
<b>2.1</b>	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.
<b>2.2</b>	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.
<b>7.1</b>	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—</p>
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	to minimise risks to children being educated and cared for by the service. Penalty: \$2200.
106	Laundry and hygiene facilities (1) The approved provider of an education and care service must ensure that the service has— (a) laundry facilities or access to laundry facilities; or (b) other arrangements for dealing with soiled clothing, nappies and linen, including hygienic facilities for storage prior to their disposal or laundering— that are adequate and appropriate for the needs of the service. (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.
155	Interactions with children 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— (a) encourages the children to express themselves and their opinions; and (b) allows the children to undertake experiences that develop self-reliance and self-esteem; and (c) maintains at all times the dignity and rights of each child; and (d) gives each child positive guidance and encouragement toward acceptable behaviour; and (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.

## 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 is committed to ensuring cleanliness and hygiene are upheld to support the health and safety of all students, staff and families accessing the Service. Although toileting requires dignity and privacy considerations this policy also considers how to maintain safety when using toilets both at the Service and throughout the campus.

## Procedure:

### Families and visitors will:

- Be directed to the staff toilets should they require use of the facilities during Service. Educators will remain supervising the toilet area at any time other adults are accessing the toilet areas.
- Members of the public needing use toilets will be directed to the H block toilet are.

### Children and Young people will:

- Access secure toilets through an internal door way. They will be required to inform staff they are going to the toilet.
- Use individual cubicles and be encouraged to maintain good hygiene practices.
- Not be permitted to play in toilet areas.
- not be permitted in disabled access toilets unless required to access the shower or if required for specific needs, like dealing with soiled clothing or toileting anxieties.
- not use staff toilets at any time.

### Educators will:

- keep external doors of the toilet block closed before each service as part of the Workplace Health and Safety checklist.
- ensure that supervision is maintained when students are using toilet facilities by maintaining processes of viewing the corridor and listening carefully to students.
- monitor groups using the toilets to avoid behavioural disturbances.
- Discourage children and young people of large age differences to access toilet areas at the same time whenever possible.

- Be aware and cautious of high school students and younger student sharing bathroom areas and aim to have high school students over 14, to access toilets when younger students are not in the interest of maintain child safety and protection.
- not be permitted to use student toilets. Should they need to enter the student toilet to provide assistance, they will do only with two other students also present to ensure that they are not placing themselves in a compromising situation. If this is not possible, another staff member will be asked to be present.

### **Using toilets outside the Service room:**

- When using other toilets within the Service grounds all students shall be escorted to the toilet by an educator and be actively supervised whilst accessing the toilet facilities with two or more students going together wherever possible.
- Toilets should be checked and avoid use when students not attending the Service are also using the toilets. Educators should check that the students have flushed the toilet and washed their hands appropriately through questioning.
  - When on the secondary oval students may go to the bathroom whenever necessary. Students will need to inform an Educator that they need to go to the bathroom. If another educator is inside the OSHC building the students should be sent back in small groups, radioing to the staff in the OSHC building notifying them that they are coming. An Educator will check the surrounding areas and follow procedures for crossing service pathways to help the students safely return to the OSHC. Educators can then communicate if students wish to return to outdoor play or remain inside.
  - When outdoor spaces with adjoining toilet blocks students may go to the bathroom whenever necessary. Students will need to inform an Educator that they need to go to the bathroom. The Educator will send small groups to the toilet and ensure that supervision of the outdoor space is maintained.
  - When on the primary oval and playground spaces students may go to the bathroom whenever necessary. Students will need to inform an Educator that they need to go to the bathroom. The Educator needs to check with all other students to see if anyone else would like to use the bathroom. The Educator needs to take small groups to the toilet wherever possible. After confirming students remaining on the play areas are adequately supervised, the Educator is to escort students to the bathroom at the end of D or H block, checking surrounding areas to ensure safety. Once all students have finished the group will return to the oval together with the Educator.
  - Using campus toilets along with members of the public present will be avoided.
- The Mueller OSHC Service does not currently conduct excursions. For toileting matters related to excursions, please see Mueller OSHC Excursions, Transportation, Bus Safety and Vehicle Restraint Policy & Procedure.

### **Approved provider & Nominated Supervisor will:**

- Share the 'Toileting 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 Children and Young People Requiring Toileting Assistance Policy & Procedure
- Mueller OSHC Respect for Children and Young People Policy & Procedure
- Mueller OSHC Supervision Policy & Procedure
- Mueller OSHC Excursions, Transportation, Bus Safety and Vehicle Restraint 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
- Child Protection Regulation 2023, Aug 2023

## 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"> <li>• Updated references</li> </ul>		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	<ul style="list-style-type: none"> <li>• Updated references</li> <li>• Addition of review table</li> <li>• Addition of parent and public use</li> </ul>	JAN 2025	
	<ul style="list-style-type: none"> <li>• New format</li> </ul>	AUG 2025	