

(Reviewed September 2025)

Statement of Commitment:

The Mueller College Outside School Hours Care (OSHC) Service regards as of utmost importance its role in the protection of children & young people in its care. This includes the Service's moral and legal duties to care for children & young people associated with the Service whilst not in the care of their parents or other primary carers. Such a policy includes a statement of commitment to the safety and wellbeing of children & young people whilst attending the Mueller College OSHC Service.

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.
Ratio	The number of educators required per number of children. A 1:15 ratio means one educator for every fifteen children, ensuring proper supervision and support.
Wellbeing	A child's overall sense of physical, emotional, and social health—feeling safe, valued, and supported.
inclusion	Making sure all children, regardless of their background, identity, or ability, are welcomed and feel part of the group.
Management committee	A group of individuals (usually including the Licensee and supervisors) that oversees the running of the Service and handles any concerns or policy breaches.

National Quality Standard (NQS):

Quality Area 2: Children's Health & Safety

7: Governance and Leadership

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.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.3	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

84	Awareness of child protection law (1) The approved provider of an education and care service must ensure that a person specified in subregulation (2) who works with children is advised of— (a) the existence and application of the current child protection law; and (b) any obligations that the person may have under that law. Penalty: \$1100. (2) The following persons are specified— (a) a nominated supervisor of the service; (b) a staff member of the service; (c) a volunteer at the service; (d) a student who participates in the service.
123	Educator to child ratios—centre-based services (1) The minimum number of educators required to educate and care for children at a centre-based service is to be calculated in accordance with the following ratios— (a) for children from birth to 24 months of age—1 educator to 4 children; (b) for children over 24 months and less than 36 months of age—1 educator to 5 children; (c) for children aged 36 months of age or over (not including children over preschool age)—1 educator to 11 children; (d) for children over preschool age, 1 educator to 15 children. (2) If children being educated and cared for at a centre-based service are of mixed ages the minimum number of educators for the children must meet the requirements of subregulation (1) at all times.

	(3) If an early childhood teacher or a suitably qualified person is required under Division 5 to be in attendance at a centre-based service, subject to regulation 122 that early childhood teacher or suitably qualified person is counted as an educator at the service for the purposes of this regulation. (4) If a centre-based service is required under regulation 130 or 131 to have access to an early childhood teacher for a period, subject to regulation 122 that teacher is counted as an educator at the service for the purposes of this regulation. (5) In subregulations (1) and (2) a reference to children does not include a child who is, or 2 or more children from the same family who are, educated and cared for at a centre-based service in an emergency for a period of not more than 2 consecutive days on which the service operates. Examples— 1 A child is determined to be in need of protection under a child protection order. 2 The parent of a child needs urgent health care that prevents them caring for the child. (6) An approved provider of a centre-based service must not permit an additional child or additional children to be educated and cared for at the service in an emergency in the circumstances set out in subsection (5) unless the approved provider is satisfied on reasonable grounds that this will not affect the health, safety and wellbeing of all the children attending the service. Note— The <i>Education and Care Services National Regulations 2012</i> of Western Australia include an extra subregulation before subregulation (1) as follows— “(1A) In this regulation— <i>emergency</i>, in relation to a child, means a serious and unexpected short term care emergency that requires the child to be provided with immediate education and care. Examples— 1 A child is determined to be in need of protection under a child protection order. 2 The parent of a child needs urgent health care that prevents them caring for the child.”.
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Education and Care Services National Law

167	Requires The approved provider and Nominated supervisor of an education and care service must ensure that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.
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Principles:

Mueller College OSHC educators and management will be committed to providing an environment that is safe and promotes the wellbeing of all children & young people at all times. As part of this the Service has also developed and will maintain a Child and Youth Risk Management Strategy that is available at all times at the Service. In addition to the services statement of commitment we have also developed a Charter of Commitment in collaboration with our children & young people. It outlines the values, behaviours, and expectations we all agree to uphold—respect, kindness, responsibility, and a safe, fun environment for everyone. Staff and children & young people made this charter together to give the children and young people at Mueller College OSHC a voice, build a stronger sense of community, and ensure that everyone feels heard, valued, and supported each day.

Mueller College OSHC is committed to creating a safe, inclusive, and engaging environment where all children & young people feel supported, valued, and free to grow. This Charter, formulated with the children and young people in the care environment, reflects our shared responsibilities and commitment to this.



Children & young people will:

- Treat others with kindness and respect, helping create a space where everyone belongs.
- Speak up if they feel unsafe, worried, or unsure, and know that their voice matters.
- Let an educator know when they need to use the toilet and follow our safe toileting guidelines.
- Play, learn, and participate actively in all daily activities.
- Take part in creating a positive environment where everyone feels included.
- Use their voice to share opinions, ask questions, and suggest new ideas.
- Explore, try new things, and be curious while respecting others' space and safety.

Educators will:

- Maintain a safe, positive, and inclusive environment—physically and emotionally—for every child or young person.
- Set up and supervise activities in accordance with the Service Supervision Plan and WHS procedures.
- Never be alone with a single child or young person (except in emergencies), and ensure all groups are supervised at the required 1:15 ratio, including when in separate campus areas.
- Provide fun, engaging, and creative learning opportunities that support child or young person exploration and wellbeing.

- Listen to children & young people, value their opinions, and support their emotional needs with care and empathy.
- Provide children & young people with information about staying safe—physically, emotionally, and online.
- Use photographs only with parental permission and in line with policies.
- Maintain all safety and child protection requirements, including up-to-date Blue Cards and training.
- Follow all Service policies and report breaches of child safety or wellbeing procedures to the Management Committee.

Families will:

- Support and encourage their child to participate fully and respectfully in the Service.
- Communicate openly with educators to support child or young person wellbeing and inclusion.
- Provide clear permissions regarding photos, health, and safety information.
- Reinforce values of respect, kindness, and curiosity at home.
- Stay informed about policies and practices that keep their child safe and included.
- Trust and partner with educators to help their child feel they belong, are heard, and can thrive.

See also:

- Mueller OSHC Child Protection Policy & Procedure
- Mueller OSHC Supervision Policy & Procedure
- Mueller OSHC Providing a Child Safe environment Policy & Procedure
- Mueller OSHC Excursions, Transportation, Bus Safety and Vehicle Restraint Policy & Procedure
- Mueller OSHC Toileting 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)
- United Nations Convention on the Rights of the Child (Last modified 2 August 2014)
- Family & Child Commission Act 2014 (current as of 24 June 2024)
- Education and Care Services Act 2013, Current as at Feb 2024
- 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	Updated references		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	PAST REVIEW DATE	
	- Updated references - Addition of review table	JAN 2025	
	- Overall rewording and updates according to other policy updates. - Included and embedded charter of commitment document	AUG 2025	