

## National Quality Framework (NQF) – FAQ

This guide answers the most frequently asked questions (FAQ) that came in during our November 2023 ECE Connect session about the October 2023 NQF changes.

As always, we remind you that it is the provider's responsibility to make sure policies and procedures are in place and followed.

Approved providers must make sure that staff have enough time to fulfil the administrative duties required under the national law and regulations.

Question	Answer
<b>What does sleep supervision look like in practice?</b>	To guide better practice in sleep supervision, services should consider conducting regular physical checks of all sleeping children, for example, every 10 minutes for children under two years of age. The circumstances and needs of each child in care should be assessed to determine any risk factors that may mean physical checks are required more frequently.
<b>Can we use monitors or CCTV for sleep checks?</b>	<p>The NSW Regulatory Authority does not consider that a service/educator using CCTV, audio monitors or heart monitors instead of physical checks demonstrates adequate supervision.</p> <p>Looking through a window to conduct a check is not adequate. Educators must physically check sleeping children in person at the cot side.</p>
<b>How long do I need to keep sleep records for?</b>	<p>Records of educators conducting these safe sleep checks should be kept in line with other documents relating to individual children with considerations for how these records are kept in line with service policy requirements regarding records relating to individual children.</p> <p>Specific timeframes and parameters for record storage may be considered as part of the services' policies.</p>

Question	Answer
<p><b>Can children have a comforter in the cot whilst they sleep?</b></p>	<p>While some guidance relating to toys in the cots may imply that there is reduced risk for older infants, recommendations also consider that comforters do not remain in cots while children are sleeping.</p> <p>Considering the individual circumstances through the safe sleep risk assessment will support services in their situations and engaging in conversations with families.</p> <p>A descriptive, and well-developed policy (with associated procedures) outlining the service’s current practices relating to safe sleep, may assist in difficult conversation with families to provide education of the safe sleep practices used at the service and why.</p>
<p><b>Can we use a bassinet during pretend play at our service?</b></p>	<p>Under regulation 84D all bassinets are banned from education and care service premises (including centre-based care and family day care) at any time that children are being educated and cared for by the service.</p> <p>This includes real bassinets being using as a toy in a dramatic play area, as they need to be removed entirely from the premises.</p> <p>However, this would not include doll bassinets/crib styled toys that are significantly smaller and designed for dolls use only.</p>
<p><b>We are an OSHC service. How do we create our sleep and rest policy when sleep and rest is not an everyday occurrence?</b></p>	<p>In the development of a sleep and rest policy for OSHC services, these services must consider how the environment is set up to meet children's needs for sleep and rest, consider how a safe sleep environment remain within lines of sight of educators, and how adequate supervisions is achieved for all children during these times.</p> <p>Sleep and rest is not an everyday occurrence for OSHC services, however, these services must have policies and procedures in place to prepare for a situation where a child may need a sleep or rest.</p>
<p><b>Do we still need a Safe Arrival of Children policy, if</b></p>	<p>As of 1st October 2023, services must have ‘Safe Arrival of Children’ policies and procedures in place. These policies will be informed by the service’s risk assessment conducted once every 12 months.</p>

Question	Answer
<p><b>children do not travel between another education service and our service?</b></p>	<p>The Safe Arrival of Children policy will specify who holds the duty of care whilst children transfer between services. This requires consultation with families, educators, and school staff to ensure the policy is upheld. If children do not travel between education services, your service will still need to have this policy, as regulation 168(2) (gb) requires a service to have a policy on the safe arrival of children.</p> <p>This policy will only need to be brief and indicate that the service does not currently transfer children between education and care services. If a service was to commence movement of children between education sites and the services, a review of this policy would be required, and updates made.</p>
<p><b>We are on the same school grounds as another education service, do we still need a Safe Arrival of Children policy?</b></p>	<p>Services that are on the same school site, such as an associated OSHC with a school, are still required to include the safe arrival of children policy. Risk assessments will need to consider all potential situations including the movement of children between school and the OSHC meeting point on a school site.</p> <p>An example of this could be a student attending a music lesson after school when they are expected to attend OSHC after school. A service will need to reflect on what procedures could be in place to ensure the child has a safe arrival from the school setting into the OSHC environment, and what procedures will be carried out when a child does not appear at OSHC when they are expected to.</p>
<p><b>Is a Safe Arrival of Children policy different to a transportation policy?</b></p>	<p>Yes, as a separate policy, if a service transports (other than an excursion) then under regulation 168(2) (ga) this service must also have a transportation of children policy.</p>
<p><b>Do we require a WWCC for our students that are</b></p>	<p>Obtaining a WWCC cannot be done by volunteers or students under the age of 18. However, services with volunteers or student under 18 years of age should consider regulation 120 which requires all educators under</p>

Question	Answer
<b>under the age of 18?</b>	the age of 18 to be supported by being supervised by a person who is over the age of 18.
<b>What is considered ‘personal information’ for the new privacy of personal information regulations?</b>	The definition of personal information in the Privacy Act 1988 (Cth) includes any information about an individual, such as their home address, email address, telephone number, date of birth, medical records, bank account details, and tax file number. Services must have written consent from the individual, and this consent can be withdrawn at any time in writing. For further information, page 526 of the <a href="#">Guide to the National Quality Framework</a> explains these regulations
<b>When do the Food Safety changes commence?</b>	The Food Standards Code have proposed new food safety requirements for children’s services, that provide meals as part of their operation. These new food safety requirements will now apply from December 2024, providing services with an additional 12 months to prepare. More details can be found on the <a href="#">NSW Food Authority</a> website.
<b>Why doesn’t the department develop templates that services can base their policies and procedures on?</b>	The department recognises the current challenges within the sector, such as administrative burden and staff shortages. It is vital that risk assessments, policies and procedures address the specific risks at each individual service. It’s this tailoring of policies and procedures that ensures that children are protected from the harms inherent in their own service. ACECQA have released some <a href="#">sample forms and templates</a> which can be found on their website.
<b>Have another question?</b>	For more information or service specific question, please contact the Information and Enquiries team on:  Phone: 1800 619 113  Email: <a href="mailto:ECECD@det.nsw.edu.au">ECECD@det.nsw.edu.au</a>

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