

## C-17 Lone Working

### NQS

QA. 2.2	Safety
QA. 2.2.1	Supervision
QA. 2.2.2	Incident and emergency management
QA. 4.1	Staffing arrangements.
QA. 4.1.2	Continuity of staff
QA. 4.2.2	Professional standards
QA. 6.1.3	Families are supported
QA. 7.1.2	Management systems
QA. 7.2	Leadership
QA. 7.2.2	Educational leadership

### National Regulations

Reg. 46	Application for supervisor certificate
Reg. 47	Minimum requirements for qualifications, experience, and management capability
Reg. 146	Nominated supervisor
Reg. 150	Responsible person
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 183	Storage of records and other documents

### My Time, Our Place

LO. 1	Children and young people feel safe, secure, and supported
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### Policy Statement

We recognise our opening hours may cause employees to work alone by finishing late, staying back to complete tasks after hours, or coming in early to complete work. We will identify the hazards involved and implement control measures to those activities that may require educators, coordinators or any staff to work alone at the service whether it be for the whole or part of their job.

### Related Policies

- CONCORD OSHC Policy A-11: Maintenance of Records
- CONCORD OSHC Policy A-19: Nominated Supervisor
- CONCORD OSHC Policy D-9: Emergency Procedures
- CONCORD OSHC Policy D-28: Workplace Health, Safety and Environment

## Responsibilities

Management is responsible for:

- Identifying all the job activities in the Centre that involve working alone
- Undertaking a risk assessment on each of the activities
- Implementing and monitoring the necessary control measures

Staff that carry out lone working are responsible for:

- Following the necessary training, instructions and procedures relevant to the lone working activity
- Reporting any incidents or concerns as a result of lone working to Management

## Procedure

- Job activities that involve lone working will be identified and a risk assessment carried out on each
- Where possible lone working will not be carried out and at least two members of staff will be available
- Where lone working cannot be prevented then robust control measures and safe operating procedures will be put in place to ensure the risks are reduced to the lowest reasonably practicable level
- Staff will be given the necessary training and instruction on the safe operating procedures related to their lone working activities
- Any incidents occurring whilst staff are working alone will always be investigated to ensure the risks are still being maintained at a reasonable level. Records will be kept of all risk assessments and incident reports for completeness.

## Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- National Quality Framework – Nominated Supervisor Information Sheet
- My Time, Our Place Framework for School Age Care in Australia – V2.0
- Work Health and Safety Regulation 2017
  - ch.3 div.6 (remote or isolated work)
- WorkCover NSW-COP: How to Manage Work Health and Safety Risks (2011)

Endorsed: 10/07/2024

Review date: 10/07/2026