



Outside School Care NT

OSC-NT.33 – Telephone and other communication equipment Policy

Policy Description	This document describes the guidelines that must be followed by OSC NT Directors and certified supervisors with regard to telephone and other communication equipment.
Key Points	<p>Regulation 98.</p> <p><i>“An approved provider.. must ensure.. that the nominated supervisor and staff members of the service have ready access to an operating telephone or other similar means of communication to enable immediate communication to and from parent and emergency services”</i></p>
1.0 Mobiles phones and numbers held	A minimum of one (1) business mobile phone is to be held at each OSC NT site during the hours of operation.
2.0 Director’s responsibility	<p>It is the site Director’s responsibility to ensure:</p> <ul style="list-style-type: none"> a. That the site mobile phone is fully charged and working before the commencement of daily service b. That the mobile phone is kept on their person (or the 2IC) during the hours of operation so that immediate contact can be made from or to parents/emergency services/OSC NT Management c. Missed calls are answered within five (5) minutes – subject to supervisory requirements d. Voicemails are checked and responded to accordingly. Immediately or with 12 hours for urgent matters. Within 48 hours for non urgent matters e. That technical problems are reported to OSC NT management as soon as they are noted. <p>Failure to ensure that the nominated mobile phone is fully charged and ready for use at any time will be considered serious misconduct and may be subject to disciplinary action.</p>
2.0 Personal phones as back up	<p>Personal phones may be kept at the service during the hours of operation – but they may not be used except in the event of an emergency.</p> <p>The presence of personal phones should not be used as an excuse for not ensuring that the business phone is charged and working correctly.</p>
Related Policy and Procedures, Forms and Checklists:	Supervision Policy
Specific Information for Parents:	
Sources/References:	<ol style="list-style-type: none"> 1. Education and Care National Amendment Regulations 2017, Regulations 98, 2. National Quality Standards February 2018, standards 2.3, 2.3.3
Version Control/Updates:	<p>Version: 2.0 December 2013</p> <p>To be reviewed and updated by: June 2014</p> <p>Version: 3.0 September 2017</p> <p>To be reviewed and updated by: September 2018</p>