

# A-15 PRIVATE SERVICE PROVISION ARRANGEMENTS



## POLICY STATEMENT

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TWOOSH recognises that families may wish to engage the services of TWOOSH Educators outside of TWOOSH operating hours for private childcare services. For example, families may wish to engage an Educator to provide care for their children in their own home, or to assist with a birthday party. This policy provides clarification regarding private service provision arrangements between Educators and Guardians.

## REFERENCES AND CONSIDERATIONS

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- The Child Safe Standards 2020 – NSW Office of the Children’s Guardian
- Care for Kids (website)
- Network of Community Activities (website)
- Child Protection Training Courses

## Related TWOOSH documents

- Policy D-9 – Providing a child safe environment
- Policy D-11 – Child Protection

## POLICY

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### Responsibilities

#### TWOOSH

- ◆ allows private service provision arrangements between TWOOSH Educators and families as long as these arrangements do not interfere with the operation of TWOOSH, or with the Educator’s employment at TWOOSH.
- ◆ is **not** able to be involved in setting up these arrangements, including suggesting suitable Educators, or providing contact details of Educators and/or Guardians.
- ◆ is **not** responsible for the conduct of TWOOSH Educators during these private arrangements.
- ◆ is **not** responsible for any issues or incidents that relate to the private arrangement.
- ◆ has the right to request that the private service provision arrangements between TWOOSH Educators and families be terminated if it is having an adverse impact on TWOOSH operations.

#### Guardians

- ◆ engage individual TWOOSH Educators for private service provision arrangements at their own discretion.
- ◆ are responsible for setting up the service provision arrangement with the Educator privately.
- ◆ are responsible for arranging formal permission within the Xplor app for the TWOOSH Educator engaged to care for their child/ren to sign the child/ren in and out of TWOOSH (in the capacity of an authorised person) if the private arrangement involves dropping off or picking up the child/ren from TWOOSH.

## Educators

- ◆ agree to private service provision arrangements at their own discretion, understanding that the arrangement is unrelated to their employment at TWOOSH.
- ◆ are advised to consider their own protection and safety before agreeing to a private arrangement.
- ◆ are responsible for setting up the service provision arrangement with the Guardians privately, making sure that any communications does not interfere with their child supervision duties during TWOOSH hours.
- ◆ are required to inform TWOOSH of each private service provision arrangement by logging it in the TWOOSH private service provision arrangements register.
- ◆ must be mindful that suitability to work at TWOOSH may be impacted by incidents that occur during these private service provision arrangements.
- ◆ need to ensure they are able to sign the child/ren in and out using Xplor (in the capacity of an authorised person) if the private arrangement involves dropping off or picking up the child/ren they care for.
- ◆ must ensure confidentiality regarding TWOOSH and all stakeholders is maintained at all times. Educators are not to discuss other TWOOSH educators, children, families, or operations during these private arrangements. Educators who find themselves in an uncomfortable position relating to a guardian trying to gain confidential information must notify TWOOSH.
- ◆ are responsible for ensuring they take an appropriate course of action to resolve or follow up on any issues that may arise during these private service provision arrangements.

## Revisions

**Date of next review: October 2025**

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<b>Date</b>	<b>Reviewer</b>	<b>Approved by</b>
<b>14.12.20</b>	CB, MK	New policy (developed Dec 2020) TWOOSH Management Committee
<b>26.11.21</b>	SR	TWOOSH Management Committee
<b>11.04.24</b>	RMB	TWOOSH Management Committee

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