

## TOILETING AND CONTINENCE SUPPORT POLICY AND PROCEDURE

### PURPOSE

Playford Primary School OSHC is committed to providing a safe, supportive and respectful environment for all children, including those who require toileting or continence support. OSHC staff do not physically assist with toileting or continence needs except where an Individual Continence Support Plan is in place. This procedure outlines how staff will assist children while promoting independence, dignity and consistency with family expectations.

This procedure operates alongside:

- **National Law & Regulations** (Regs 103, 105, 106, 109, 115, 155, 156)
- **National Quality Standard – Quality Area 2**
- **OSHC Child Safe Environment Policy, Nappy/Toileting Policy, and Hygiene Procedures**

### GUIDING PRINCIPLES

At OSHC, children are school-aged and generally toilet independently. Support is provided only when required and in line with a documented continence plan.

Staff will ensure:

- children's dignity and privacy are upheld
- safe, hygienic practices are followed
- children are encouraged to develop independence
- staff communicate openly with families about needs or incidents
- a child's individual toileting or continence needs are respected

### GENERAL TOILETING PRACTICE AT OSHC

Educators will:

1. **Provide appropriate supervision** of bathroom areas through zone monitoring while maintaining privacy.
2. **Ensure children access toilets independently**, unless a continence plan states otherwise.
3. **Use appropriate language** and respect children's cultural or family toileting practices where suitable.
4. **Encourage regular toileting**, particularly before outdoor play, meals, or excursions.
5. **Respond sensitively to children's cues**, including signs of urgency or distress.
6. **Promote independence**, offering verbal prompts instead of hands-on assistance unless an agreed plan is in place. Educators will not undertake wiping, cleaning, or physical assistance unless an approved plan permits it.
7. **Direct children to wash hands thoroughly** and model good hygiene practices.
8. **Wash their own hands** and follow OSHC hygiene requirements after any toileting support.
9. **Discuss toileting matters with families** only when necessary and always confidentially.

### CONTINENCE SUPPORT (FOR CHILDREN WITH IDENTIFIED NEEDS)

Continence support is only provided when a written, individualised plan is completed by families and approved by the OSHC Director. Some children may require additional support due to medical, developmental, or short-term continence challenges. In these cases:

### Individual Continence Plan

An **Individual Continence Support Plan** is required at the time of enrolment and must be a continence care plan for education and care

- Name of child and photo of child
- DOB
- Education or care setting e.g (Playford Primary School OSHC)  
must contain annual review date "all relevant information must be filled in, dated and signed by either a doctor or medical professional.

Failure to provide documentation will result in your child being unable to be enrolled into the service or using care until relevant documents have been provided.

### Families must provide:

- spare clothing (full set)
- wipes or pull-ups (if applicable)
- disposal bags
- any relevant medical information

### Staff Responsibilities

#### Educators will:

1. **Follow the child's continence plan accurately** to ensure consistency.
2. **Record toileting incidents** according to OSHC procedures.
3. **Maintain the child's dignity and privacy** at all times.
4. **Notify families** of any significant concerns (e.g., repeated accidents, refusal to toilet).
5. **Ensure two staff are aware** whenever support that involves physical assistance is required.
6. **Use gloves and follow hygiene practices** if assisting with cleaning.
7. Provide assistance only **to the level permitted** in the continence plan.

### Assistance With Cleaning or Changing

Physical assistance will only occur if the child has a documented Continence Plan. If no plan is in place and your child requires assistance, families will be contacted by the service and your child will need to be collected.

All continence assistance is performed with the child standing up, no lifting of a child on to the change table in the approved disabled toilet.

#### Educators will:

1. Wear **gloves** and maintain strict hygiene.
2. Encourage the child to **manage as independently as possible**.
3. Assist only as outlined in the continence plan (e.g., wiping, changing).
4. Respect the child's privacy by assisting in a supervised but discreet manner.
5. Place soiled clothing in **double bags** for parent collection.
6. Ensure soiled items are stored **out of reach of other children**.
7. Clean any affected surface following OSHC cleaning procedures.
8. Laundry of clothing is **the responsibility of families**, not the service.

### Communication With Families

Educators will communicate with families when:

- the child has a toileting accident
- spare clothing needs replenishing
- ongoing patterns or concerns arise
- changes to the continence plan may be required



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Incident reports will be completed where necessary. All information is treated confidentially.

## RISK MANAGEMENT AND CHILD SAFETY

To maintain safety and child protection standards:

- 2 Educators to always assist with changing
- Assistance involving physical contact is provided **only when essential**.
- Another staff member must be aware when intimate cleaning support is occurring.
- All actions must align with **Child Safe Environments** regulations.
- Educators to use approved disabled toilets for OSHC

## HYGIENE PRACTICES

Staff will:

- wear gloves when assisting with toileting or soiled clothing
- use cleaning products as per OSHC hygiene procedures
- dispose of waste appropriately
- thoroughly wash hands after assistance

Children will be supported and reminded to:

- flush the toilet
- wash hands
- dispose of paper towels correctly

## RECORD KEEPING

The service will maintain:

- records of toileting incidents (if required)
- the child's Individual Continence Plan
- communication logs with parents
- any relevant risk assessments

All records remain confidential.

## REVIEW

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|--------------------|------------------------|------------------|------------------|
| POLICY REVIEWED BY | Jason Sheehy           | Principal        | 18.02.26         |
| POLICY REVIEWED    | January 2026           | NEXT REVIEW DATE | January 2027     |
| VERSION NUMBER     | V2026.01               |                  |                  |
| MODIFICATIONS      |                        |                  |                  |
| POLICY REVIEWED    | PREVIOUS MODIFICATIONS |                  | NEXT REVIEW DATE |
|                    |                        |                  |                  |

