



**TURRAMURRA**  
— OOSH —

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## Supervision

### Policy

South Turrumurra OOSH (OOSH/service) believes that supervision is a key aspect of ensuring that children's safety is always protected in the OOSH environment and whilst on excursions and during transportation provided or arranged by OOSH. Children need safe and secure physical and emotional environments in which to thrive. Effective supervision is integral to creating environments that are safe and responsive to the needs of all children. Part of this is ensuring that children are protected from hazards or harm that may arise during their play time and daily routines. OOSH acknowledges that incidents will occur and through active supervision, will react in a timely manner to meet the needs of children whilst fostering the development of their autonomy, resilience and confidence.

### Legislative Requirements

- Education and Care Service National Law Act 2010: 51(1), 165, 166, 167, 169, 170, 171, 174
- Education and Care Services National Regulations 2011: 12 (a) (b) (c), 82, 83, 85, 86, 87, 89, 92, 94, 95, 99, 100, 101, 102, 102B, 102C, 102D, 102E, 102F, 115, 120, 122, 123, 136, 161, 168 (2) (b), 170, 171, 176, 177, 183 (2) (a) (b) (c)
- Quality Area 2.2.1
- Disability Discrimination Act Federal 1992
- NSW Anti-discrimination Act 1977
- Work Health and Safety Act 2011

### Definitions

#### Active Supervision

- Active supervision is a combination of listening to and watching children play, **being aware of the environment and potential risks**, any equipment children are using, the weather conditions, the time of day, managing small and large groups of children, transitions and many more factors.

#### Adequate Supervision

- Adequate supervision means **that an educator can respond immediately**, particularly when a child is distressed or in a hazardous situation.
- Adequate supervision is **knowing where children are at all times** and monitoring their activities actively and diligently.

## Supervision

- At its most basic level, supervision helps to protect children from hazards or harm that may arise in their daily experiences in play, interactions with others, and daily routines.
- Supervision is constantly **observing and relating to individual children** and groups of children to contribute to their safety and wellbeing. Supervision enables educators to get to know each child and develop essential understandings about them in the social setting of the Education and Care service.

## Implementation Strategies – how will it be done?

The Approved Provider/Nominated Supervisor will:

- ensure that the **premises and facilities are designed and maintained to facilitate supervision of children at all times while maintaining the rights and dignity of all children.**
- **notify the Regulatory Authorities of any serious incident or complaints** alleging the safety, health or wellbeing of children has been compromised within 24 hours of the incident or the time that the person becomes aware of the incident or complaint. This includes if an ambulance was called in response (not as a precaution) to the incident, situation or event.
- ensure that **parents are notified as soon as practicable but within 24 hours if their child is involved in a serious incident** at the service. Details of the incident/situation are to be recorded on the Incident, Injury, Trauma and Illness Record.
- ensure **minimum educator qualification requirements are recognised and adhered to** according to legislative requirements.
- maintain the required educator-to-child **ratio for children over preschool age of 1:15.**
- ensure that all **educators are aware of where children are at all times and monitor the environment closely.**
- ensure **educators are able to respond to any situation immediately, particularly if a child is distressed or in a hazardous situation.**
- **develop and maintain rosters** that ensure continuity of care and adequate supervision at all times when children are
  - in attendance at OOSH
  - visiting and returning from children's toilets
  - transported to and from the OOSH premises
  - transitioned between the OOSH premises and school grounds
  - during excursions and outings (including Vacation Care)
- ensure flexibility of supervision to provide for educators to **supervise individual children or small groups of children.**
- **conduct risk assessments and plan ongoing supervision taking into consideration the layout of the premises and grounds, any higher risk activities, the presence of any animals, the location of activities and the location of bathroom facilities.** The supervision plan and strategies will be made available for families on request.
- **develop, maintain and regularly review a supervision plan and strategies** for both the indoor and outdoor areas, which will support educators to position themselves effectively to allow them to observe the maximum area possible.
- ensure that a **risk assessment and management plan is carried out** before an authorisation is requested for an excursion. The risk assessment will consider and identify the number of adults required to ensure continuous adequate supervision throughout the excursion.

The Responsible Person in Charge will:

- ensure another **educator replaces an educator if they need to move away from the children.**
- **ensure educators are positioned allowing them to watch the maximum area possible.**

- ensure educators **move around the environment to observe the maximum area** and to **avoid standing with their back to children** or talking with other educators.
- adopt accepted best practice, ensuring **no staff member is left alone with a child to support child protection protocols.**
- ensure **educators under eighteen years of age are adequately supervised by an educator** over the age of 18 at all times and are not left alone.  
**ensure educators avoid activities or actions that will distract them from supervision**, such as speaking to other educators for long periods of time, taking personal phone calls, checking mobile phones or smart watches or administrative tasks.
- ensure radio communication is effective and professional.

#### Educators and Staff will:

- have a **sound understanding of their duty of care and responsibilities** in ensuring children are within a safe environment.
- **communicate and collaborate with others to ensure the effective supervision** of children within the service.
- **adhere to a supervision plan and strategies** for both the indoor and outdoor environment, assisting colleagues to position themselves in order to effectively supervise children's play. The supervision plan will include the floor plan of the OOSH premises and include the location of activity areas and the closest bathroom facilities.
- **implement vigilant supervision strategies for hygiene requirements** including:
  - regular handwashing.
  - cough and sneeze routines.
  - using disposable tissues and handwashing.
- **inform new and relief educators about supervision arrangements**, outlining their supervision responsibilities.
- **regularly evaluate the efficiency of the supervision plan** and update as required.
- **ensure any educators under the age of 18 years old are never left alone with children.**
- ensure that at **least one other educator is within sight when working with children** or if it is necessary to assist a child to change their clothes.
- **arrange the environment to balance supervision of children's needs** depending on age, ability and activities.
- **place emphasis for supervision on open playgrounds, risky play opportunities and access to the OOSH premises during arrival and departure times.**
- **maintain correct ratios** adhering to the National Education and Care Services Regulations throughout the education and care environment.
- **ensure that all children are in sight or hearing of educators at all times.**
- ensure that **children are supervised by an educator or accompanied by an older child when going to the bathroom** at OOSH.
- **ensure that hazardous equipment and chemicals are inaccessible to children.**
- **scan the environment while interacting with individuals or small groups** to observe all the children in the vicinity.
- **implement supervision strategies** and not perform other duties while responsible for the supervision of children.
- **listen closely to children whilst supervising areas that may not be in a direct line of sight noticing changes in volume or tone of voice.**
- **Ensure assigned play areas are supervised by an educator at all times.**

## Procedures

### Supervision Requirements

- The Approved Provider and Coordinator/Nominated Supervisor will ensure South Turrumurra OOSH is operated in a way that ensures the safety, health and wellbeing of the children being educated and cared for.
- The Coordinator/Nominated Supervisor and educators will ensure hazard check lists are completed in accordance with OOSH's policy and procedures for *Providing a Child Safe Environment*.
- The Coordinator/Nominated Supervisor and educators will ensure all dangerous materials are stored in accordance with OOSH's policy and procedures for *Providing a Child Safe Environment*.
- The Coordinator/Nominated Supervisor will ensure children's risk minimisation plans are completed in accordance with our *Dealing with Medical Conditions policy and procedures*.
- Educators will ensure children follow sun protective practices as stated in our *Health and Safety Policy*.
- Educators will ensure food safety practices are followed as stated in our *Nutrition and Food Safety policy*.
- The Coordinator/Nominated Supervisor will ensure staff are rostered on each session to ensure children being educated and cared for at OOSH are being actively supervised at all times. This may involve rostering above the legal ratio of 1:15.
- The Coordinator/Nominated Supervisor will work in partnership with the school to ensure the physical environment is upkept and maintained in accordance with our *Providing a Child Safe Environment Policy*.
- The Coordinator/Nominated Supervisor will work in partnership with the school to create a physically secure environment where possible, to ensure children who are being educated and cared for stay on the premises.
- Educators will implement techniques while supervising children in the education and care environment to ensure the children remain in the designated play areas.
- The Coordinator/Nominated Supervisor will ensure the educators providing care have sufficient training in active supervision and behavior management to ensure children are guided in a safe and respectful manner.
- Certain Educators will carry radios while children are in care to ensure they are able to communicate to staff of any potential hazards or supervision requirements.
- The Coordinator/Nominated Supervisor will ensure that a person does not remain at the OOSH premises while children are being educated and cared for at the premises unless:
  - a) the person is an authorised person; or
  - b) the person is under the direct supervision of an educator or other staff member.
- The Coordinator/Nominated Supervisor will ensure the environment is free from the use of tobacco, illicit drugs and alcohol.

### Risk Minimisation

- Risk identification is documented in the following forms:
  - Nominated Supervisors and educational leaders complete risk assessments for designated play areas, programmed activities, excursions and regular transportation of children.
  - communication to and from the school regarding WHS issues, school construction and events via schoolbag, email and newsletters.
  - hazard safety checks are carried out by staff prior to each session.
  - staff meetings and briefing sessions.
- Identified risks or potential risks are discussed in staff meetings and staff briefings, as well as amongst the management team. Strategies to minimise the identified risks are added to the supervision plan and communicated to staff at staff meetings and daily briefings.
- Supervision plans are reviewed regularly, as risks are identified or after incidents occur.

## Implementation

- To reduce the risk of children leaving the OOSH site during school term time, school gates that can be easily accessed by children will be latched closed when play areas are in use, and only accessible by parents.
- To reduce the risk of children leaving the OOSH site and to reduce the risk of unauthorised persons entering the care environment during Vacation Care, school gates that can be easily accessed by children will be latched closed and padlocked.
- Gates are locked and unlocked by the following staff positions:
  - Before school care – WHS check list.
  - After school care – Shephard 1 duties.
  - Vacation Care – WHS checklist.
- Supervision plans are updated regularly or as needed by management staff and hard copies are kept in the staffroom.
- Educators are to stay up to date with changes to the supervision plan for each designated play area by reading the plans kept in the staffroom and signing the attached reading log to show they have read the updated plan.
- Staff will be notified of changes to the supervision plan in daily briefings and a notice sent via the staff communication chat group in Social Schedules.
- Supervision plans for each area will be used when inducting/training new staff to ensure they are made aware of the supervision risks, strategies and potential hazards of each play area. New staff will be required to have signed off on all supervision plans before being rostered for positions by themselves.
- New children will be shown all out of bounds areas during each of at least three induction sessions when they start attending the service.
- Out of Bounds areas will be communicated to children daily, through a visual program and announcements.

## Head Counts

### Before School Care

- Children are to be signed into care by a parent/guardian or authorised person in accordance with our *Delivery and Collection of Children policy*.
- Staff on the parent position are to assist parents in following the correct procedure outlined in the *Delivery and Collection of Children policy* and when required, sign children in on behalf of the parent/guardian to ensure the digital attendance record is accurate and kept up to date.
- If children are found or suspected to be outside a designated play area during the before school care session, educators are to follow the *Child found outside designated play area/missing children procedure* outlined in this policy.
- A head count/sign out is conducted at 8:30am to ensure all children are accounted for, before leaving OOSH care and transitioning to school.

### After School Care

- Children are to be signed into OOSH care by an educator. Children who are transitioning from the infant's area of the school are supervised by staff as they move through the school to the OOSH space.
- The responsible person will ensure the procedure for absent and missing children outlined in the *Delivery and Collection of Children policy* is followed for any children who are not signed in after school but are listed on the master roll as attending.
- If children are found or suspected to be outside a designated play area during the after-school care session, educators are to follow the *Child found outside designated play area/missing children procedure* outlined in this policy.
- A head count is conducted after 5:30pm to ensure all children are accounted for. Parents/guardians must be contacted immediately by the responsible person if any children are not accounted for in a headcount.

- If the child has not been collected by the parent/guardian, and is not present in the center, the child is classed as 'missing' and the responsible person or nominated supervisor must follow the *Child found outside designated play area/missing children procedure* outlined in this policy and record the incident as stated in our *Incident, Injury, Illness and Trauma policy*.
- The responsible person is to check the master roll at 6:15pm to ensure all children have been collected and are accounted for.

#### Vacation Care

- Children are signed into OOSH care by a parent/guardian as per our *Delivery and Collection of Children policy*.
- Head counts will be conducted before mealtimes and after staff shift changes to ensure children are accounted for before and after transition periods. Head counts are conducted at these times to ensure regular head checks are completed throughout the day.
- Head counts for Excursions will be conducted when entering and exiting transportation and venues as well as meal times and any situation where best practice would be to conduct a head count.
- If children are found or suspected to be outside a designated play area during the Vacation Care session, educators are to follow the *Child found outside designated play area/missing children procedure* outlined in this policy.
- Parents/guardians must be contacted immediately by the responsible person if any children are not accounted for by a headcount.
- If the child has not been collected by the parent/guardian and is not present at OOSH, the child is classed as 'missing' and the responsible person or nominated supervisor must follow the *Child found outside designated play area/missing children procedure* outlined in this policy and record the incident as stated in our *Incident, Injury, Illness and Trauma policy*.
- The responsible person is to check the master roll at 6:15pm to ensure all children have been collected and are accounted for.

#### Child found outside designated play area/missing children

- An educator who finds a child outside of a designated play area must radio the responsible person for the session and notify them of the child being out of bounds or contact the educator nearest to them to pass the message onto the RP in Charge.
- The educator must follow the child and verbally guide the child back to the designated play area.
- The responsible person will ensure they or a second educator are made available if possible whilst maintaining adequate supervision in all areas, to provide support in guiding the child back in bounds.
- If the child refuses to return to the play area after a reasonable amount of time, the responsible person or nominated supervisor will contact the child's parent/guardian to collect the child.
- If an educator suspects a child has left a play area for any reason, they must communicate with the responsible person and the educators around them before leaving their position, to ensure children are supervised effectively.
- If an educator suspects a child has left a play area for any reason, they must communicate to the responsible person and staff on shift to confirm if anyone has the child in their area.
- If the child cannot be located within 10 minutes and has not been collected by an authorised person or parent/guardian, a headcount must be completed.
- Parents must be contacted immediately if a child is not accounted for by the headcount and the responsible person or nominated supervisor must record the incident as stated in our *Incident, Injury, Illness and Trauma policy*.
- Search parties will be sent out in all likely directions the child may have gone whilst maintaining adequate supervision in all areas.

- When children are returned to OOSH areas, parents will be contacted and the child will remain inside the OOSH building until collected from OOSH.

## Active Supervision

- It is crucial that educators are aware of the different ages, personalities, behaviors, needs, abilities and characteristics of the children in their care. How children interact, communicate and play with one another is dependent on educators building relationships with children to learn about who they are, how they react in certain situations and discover their interests. These are vital skills to develop as they assist educators in predicting children's play patterns, which will affect how educators plan and establish environments and coordinate supervision strategies to maximise children's safety and ability to play free from harm or injury.
- Communication between educators is essential for all educators to learn about all children in OOSH care. Educators will communicate through the Observation Book, group chats and during daily staff meetings to share what they have learnt.

## Strategies for Active Supervision

### Training

Management will always endeavour to:

- create and maintain comprehensive supervision plans to inform current and new staff of the identified risks of each play area and the strategies in place to minimise the identified risks.
- hold regular staff meetings and discuss risks and strategies to keep supervision plans up to date.
- organise regular training sessions to ensure staff are confident and competent in active supervision practices.
- ensure all new staff are comprehensively inducted and trained by senior staff.
- ensure new staff are trained on each position with a mentor before being rostered on positions independently. Training will be conducted by experienced educators, using OOSH supervision plans to ensure accurate information is delivered to new staff in training.

### Set the Environment

Educators will always endeavor to:

- conduct regular safety checks to ensure potential hazards are removed from the environment and equipment is in working order.
- communicate with children verbally and visually during daily announcements, to notify children of the designated play areas each day and the educators positioned in each area.
- ensure physical and/or visual barriers are used where possible to ensure children are unable to access unsupervised areas of OOSH and school grounds.
- plan activities and arrange the environment to ensure children can be effectively supervised.
- ensure furniture is waist height or shorter to ensure supervision can be maintained in small areas.

### Positioning Staff

Educators will always endeavor to:

- evaluate their positioning based on the environmental factors, e.g. extreme weather or school events.
- face children and actively engage with them.
- recognise when the ratio of educators to children needs to be increased and seek out assistance.
- move dynamically around the area, repositioning themselves in response to the children's location.
- provide direct, constant and proximal monitoring to children undertaking activities that involve any heightened risk, e.g. cooking, playing on high play equipment.

- not group together except for brief, necessary discussions regarding the children.
- communicate readily with each other about the supervision of children, e.g. inform other educators before leaving an area and using the radios, as necessary.

### *Scan and Count*

Educators will always endeavor to:

- ensure at least one educator is in each area and actively supervising the area.
- regularly inspect the environment to check for hazards and potential dangers.
- keep an eye on larger groups of children by scanning and regularly looking around the area.
- be vigilant in monitoring and alerting other staff about children's movements around OOSH when on 'shepherd' or 'support' positions.
- be aware of and regularly check high-risk areas such as gates and exits.

### *Listen*

Educators will always endeavor to:

- listen for sound, or the absence of sounds that may signify reasons for concern.
- be attuned to children's tone of voice and identify when a child needs assistance.
- listen for emergency notifications from staff (via radio) or from the school (via PA system) or from the OOSH megaphone to signal an emergency evacuation or lockdown.

### *Anticipate Children's Behavior*

Educators will always endeavor to:

- use the information they know about each child's individual interests and skills to predict what they will do.
- Keep children engaged by creating challenges the children are developmentally ready for and support children in succeeding.
- use their knowledge of children's personalities to recognise when children might wander, get upset or take dangerous risks.
- communicate in daily briefings and staff meetings, knowledge they have gained on children's interests or concerns regarding changes in their usual behaviour.

### *Engage and Redirect*

Educators will always endeavor to:

- positively engage with and redirect children when they are unable to solve problems on their own.
- encourage children to match their chosen activity with the appropriate physical setting to minimise risk to other children, e.g. gymnastics on grass, running outside.
- teach children the appropriate and safe use of materials and equipment.

## **Absent and Missing Children**

- South Turrumurra OOSH has the duty of care for a child from when they are signed into a session, until they are signed out by an authorised person.
- Parents are required to notify OOSH via the Xplor Home app, phone or email as soon as possible if their child will be absent for an afternoon session. This absence will be submitted digitally on the Xplor Master Roll.
- If parents fail to notify OOSH by 3pm that their child will be absent for an afternoon session, a \$30 finder fee will be added to their account.
- Parents will be notified of their responsibility of notifying OOSH if their child is absent via the parent handbook during enrolment and *Delivery and Collection of Children policy*, upon request.
- Should a child not arrive at OOSH when expected, staff will complete the following steps:

1. Call out all outstanding children during announcements. Sign in any outstanding children who are present but forgot to sign in.
2. Radio staff to confirm if the missing child has been seen. If a staff member can see the missing child, the child will be sent inside to confirm with office staff that they are safe and present at OOSH.
3. Staff will contact the parents of the child via the phone to confirm that the child will be absent from the afternoon session. If the parent/guardian does not answer the phone, a voice message will be left and a text message will be sent from the OOSH mobile requesting that the parent/guardian contact OOSH to confirm their child's whereabouts.
4. Staff will check the Turrumurra Public School daily absent roll to see if the child was absent or sent home from school early. If the child is on the school absent list, the parent will be sent a text message to notify them that we have been notified via the school absent list.
5. The "Shepherd" educator will check the infant school area and other school drop off and pick up points to make sure the child is not waiting unattended or with school teachers. The "Lessons" educator will check all extra-curricular sessions for the child.
6. If staff have been unsuccessful in their attempts to contact both parents/guardians by 3:45pm, the staff member will attempt to contact other members of that child's emergency contact list.
7. If the child's whereabouts have not been confirmed by 4pm, search parties will be sent out.
8. Staff will look up the child's address and, whilst maintaining adequate supervision at OOSH, spare staff members will follow multiple routes to their house, to locate the child.
9. If the child is not located or accounted for by 4:30pm the police will be called and the child reported missing.
10. Once the child has been found, an incident report will be completed, and a report will be made in the NQA ITS Portal within 24 hours of the incident, according to regulations.

## References and Related Policies and Procedures

### References

- Surf Lifesaving Australia - <https://sls.com.au/>
- My Time Our Place: Framework for School Age Care in Australia. (2011) - <https://www.acecqa.gov.au/sites/default/files/2023-01/MTOP-V2.0.pdf>
- Early Childhood Australia Code of Ethics. (2016) - <https://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>
- NSW Department of Education: Unpacking the Supervision Policy - <https://education.nsw.gov.au/content/dam/main-education/early-childhood-education/whats-happening-in-the-early-childhood-education-sector/media/ece-resources/oshc-supervision-toolbox/Critical Reflection Unpacking the supervision policy.pdf>
- ACECQA: Active supervision ensuring safety and promoting learning - [https://www.acecqa.gov.au/sites/default/files/2018-04/QA2-ActiveSupervisionEnsuringSafetyAndPromotingLearning\\_1.pdf](https://www.acecqa.gov.au/sites/default/files/2018-04/QA2-ActiveSupervisionEnsuringSafetyAndPromotingLearning_1.pdf)

### Related Policies

- Enrolment and Orientation
- Health and Safety
- Dealing with Medical Conditions in Children
- Administration of Medication
- Infectious Disease
- Emergency and Evacuation
- Providing a Child Safe Environment

- Nutrition and Food Safety

### Approval and Revision History

| Review Date | Reviewed By         | Approved By   | Next Review |
|-------------|---------------------|---------------|-------------|
| 11/04/2023  | Kathleen Carmichael | Amy Kitto     | July 2024   |
| 25/08/2024  | CELA                | Scott Everard | August 2025 |
|             |                     |               |             |