

Intereach Children’s Services Supervision Procedure



Applies to	Intereach Out of School Hours (OOSH) and Preschool Services for children aged 3-5 years				
Policy	NQS Two: Children’s Health and Safety Policy				
Version	2.1	Date approved	27/02/2026	Next review date	30/10/2028

Purpose

To ensure adequate supervision at all times in all environments (indoor, outdoor, sleep/rest, mealtimes, transitions, excursions, transportation, emergencies) to protect children from harm or hazard and meet the Education and Care Services National Law/Regulations, the National Quality Standard (QA2), and the NSW and VIC Child Safe Standards.

Key Principles

- Active Supervision: Continuous, intentional observation and engagement with children.
- Risk Management: Identify and minimize hazards through risk assessments.
- Visibility and Accessibility: Maintain clear sightlines and proximity to children.
- Ratio Compliance: Maintain educator-to-child ratios at all times.
- Communication: Use team-based strategies for supervision during transitions and breaks.
- Child-Centered Approach: Supervision tailored to age, abilities, and needs.
- Paramountcy Principle: Decisions about supervision practices—including staffing, ratios above minimums, environmental setup, transition procedures, digital device use, and transport—must prioritise children’s safety, rights and best interests above all other considerations (operational convenience, staffing availability, etc.).

Definitions

Adequate Supervision: Continuous, active, and diligent supervision of every child at the service. Educators must always be in a position to observe each child, respond to individual needs, and intervene immediately when necessary. Adequate supervision considers:

- Number, age, and abilities of children.
- Number and positioning of educators.
- Current activity of each child.
- Visibility and accessibility of areas.
- Developmental profile of each child and group.
- Effective communication strategies among educators

Active Supervision: A proactive approach where educators are alert, engaged, and positioned strategically to monitor children’s safety and wellbeing. It involves:

- Scanning the environment.
- Maintaining clear sightlines.
- Interacting purposefully with children.

- Anticipating and preventing risks

Dynamic Supervision: Builds on active supervision by emphasizing flexibility and responsiveness. Educators adapt supervision strategies in real time to changes in children's behaviour, activities, and risk levels, especially during transitions or high-risk situations

Additional Needs: Children who require specific considerations or adaptations due to cultural, linguistic, developmental, medical, or behavioural factors.

Responsibilities

Approved Provider / Manager Education & Care

- Embed and monitor compliance with NSW Child Safe Scheme/VIC Child Safe Standards.
- Ensure policies/procedures exist and are followed for supervision, safe arrival, excursions, transportation; ensure risk assessments/written authorisations are used wherever required.
- Ensure premises design/maintenance facilitates supervision (Reg 115).
- Induct all educators in active/dynamic supervision, safe arrival, excursions/transport authorisations and risk assessments, and regular transport recordkeeping; refresh annually and after any incident or regulatory change

Nominated Supervisor / Responsible Person

Ensure staff and educators have required qualifications.

- Provide training and induction for staff.
- Allocate and brief educators on supervision zones, rotations and relief coverage; maintain ratios and qualification requirements at all times.
- Oversee safe arrival (face-to-name/attendance checks) and authorisations for excursions/transport (Regs 99, 102, 102D).
- Ensure sleep/rest supervision meets Regs 84A–84D and that environment is free from tobacco, vaping devices and substances (Reg 82).
- Ensure records are completed for transport embark/disembark and vehicle checks (Regs 102E–102F).

Oversee daily supervision practices.

- Ensure ratios and qualifications are maintained.
- Respond to incidents and report to regulatory authority as required.
- Evaluate supervisory practices regularly.

Educators and Staff

- Adhere to the supervision procedure, as well as the relevant requirements under the Education and Care Services National Law and Regulations.
- Practice active/dynamic supervision; position, scan, count and listen; minimise distractions.
- Work directly with children to be included in ratios (Reg 122); do not count staff on breaks or in admin tasks.
- Position themselves strategically for visibility.
- Engage with children while monitoring safety.

- Communicate with team during transitions and breaks.
- Conduct face-to-name checks at key transitions (arrivals, room changes, indoor-outdoor, bus service, excursions)
- Understand the process to report concerns about child protection issues (Refer to *Incident Management Policy, Notification of Serious Incidents Procedure*)

Parents/Guardians

- Follow service procedures for drop-off and pick-up.
- Ensure closure of doors and gates, including outdoor gates, after entry or exit
- Provide accurate information about child needs.
- Supervise own children and other children in their care - including siblings, during signing in and out from the service.
- Support supervision policies by adhering to collection times and safety requirements.

Procedure

Indoor and Outdoor Environment

- Arrange environments for clear sightlines; use 'back-to-wall' positioning and supervision zones; dynamically adjust placements across the day (e.g., peak transition times) and ensure all areas are covered.
- Scan–count–listen cycles; anticipate and pre-empt higher-risk experiences (e.g., water play, climbing, tool use, animal interactions).
- Ensure visitors/contractors never have children left alone with them; maintain proximity and visibility in toileting/nappy-change areas while maintaining dignity.
- Arrange furniture for clear sightlines.
- Maintain ratios and ensure educators are working directly with children.
- Allocate supervision zones and rotate staff.
- Use active engagement to prevent unsafe behaviour.

Transitions and headcounts

- Use scheduled face-to-name checks and headcounts at: arrival; before leaving a space; at every indoor-outdoor transition; before boarding a vehicle; on arrival at destination; before departing; on return; and at final classroom re-entry.
- Assign educators to manage movement between areas.
- Communicate via verbal confirmation or walkie-talkies.

Sleep, rest and mealtimes

- Maintain sight and hearing of sleeping children; adjust supervision density using a sleep risk assessment; follow safe-sleep set-up and physical checks cadence set by the service; comply with Regs 84A–84D.
- Position educators to observe all children.
- Monitor for choking hazards and safe sleep practices

Excursions and regular outings

- Complete risk assessment before each excursion (or at least every 12 months where the regular outing remains substantially the same) covering transport specifics (route, seatbelts/restraints, entering/exiting the service and the destination, how each child is accounted for); obtain written authorisations; set educator numbers above minimum where risk indicates.

Transportation provided / arranged by the service

- Risk assessment (Regs 102B–102C) and written authorisation (Reg 102D) are required for all service-provided/arranged transport; retain records.
- Regular transportation (centre based) — at the service premises:
- A staff member (not the driver) is present as children embark/disembark; they account for each child (face to name and visual).
- Immediately after each embark/disembark, make a signed record confirming each child was accounted for, how they were accounted for, and the date/time.
- After disembarking, complete the inside vehicle check and record it immediately.
- Assign supervision roles and emergency contacts.
- Maintain ratios and active supervision during transport and activities.
- Ensure seatbelts and safety measures are in place.

Higher-Risk contexts

- Water hazards/activities (including off-site or incidental): elevate educator proximity and numbers; assign dedicated water-watch roles.
- Multi-site transitions (OOSH): where walking between locations or to buses, apply stop points, buddy systems, rear-sweeper educator, and interim headcounts.

Emergency Situations

- Follow incident and emergency management plans.
- Maintain supervision while managing the emergency.

Educator to child ratios (minimum legal)

Ratios are calculated across the whole service (not per room) and educators must be working directly with children to be counted (Reg 122). Services must always maintain adequate supervision, which may require staffing above minimum ratios.

Age band	NSW Ratio
Birth–24 months	1:4
>24–<36 months	1:5
36 months up to and including preschool age	1:10
Over preschool age (OOSH)	1:15

Educator Supervision Practices

Positioning and Awareness

- Face most of the group and use a 'back-to-wall' approach to maintain visibility of the majority of children.
- Ensure supervision arrangements are flexible to cover individual and small groups (e.g., sleeping children or simultaneous indoor/outdoor activities).
- Position yourself to avoid leaving children alone with visitors or household members.
- During nappy changes or toileting, maintain adequate supervision while respecting privacy.
- Never leave a child alone on a change table; maintain physical contact and position yourself to supervise other children if necessary.
- Children must never be left unattended in a vehicle during excursions.

Scan and Count

- Combine observation, scanning, counting, and engagement for effective supervision.
- Continually scan and observe the environment to know where all children are and what they are doing.
- Check for hazards such as unsafe play equipment, children entering out-of-bounds areas, or sleeping/resting children.
- Conduct physical checks on sleeping children.
- Perform 'look before you lock' visual checks during transitions (e.g., indoors to outdoors, vehicles to venues) and before closing storage areas.
- Ensure enrolment records are accessible and up to date, including authorized collectors.

Listen

- Pay attention to sounds—or the absence of sounds—such as crying, silence, water splashing, or gasping.
- Listen for changes in tone or volume in children's voices to detect shifts in mood, comfort, or wellbeing.

Anticipate Behaviour

- Observe play and anticipate potential risks, intervening before danger occurs.
- Use knowledge of each child's abilities, interests, and medical needs to predict behaviours.
- Analyse data on when and where incidents occur to anticipate supervision needs.

Engage and Redirect

- Plan to engage, child-centered experiences to minimize risk.
- Participate in play and routines to support engagement and safety.
- Stay close to children needing extra support or engaging in high-risk activities (e.g., climbing, water play, animal interactions).
- Avoid distractions such as phone calls or admin tasks during high-risk times.
- Plan for times when children may need additional support (e.g., transitions, late afternoons).

- Be alert and ready to redirect children before situations escalate.
- Involve children in discussions about safety and encourage independence and self-regulation.

Monitoring, evaluation and review

This procedure will be reviewed every three years and incorporate feedback and suggestions from children, families, staff, educators, volunteers, and students or after a critical event.

National Quality Framework

Element	Concept	Description
.2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest, and relaxation.
2.2	Safety	Each Child is protected
.2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.

Compliance and Reference

Legislation	<p>National Regulations: Reg 115 (premises facilitate supervision); Regs 84A–84D (sleep/rest); Reg 82 (environment free from tobacco/vaping/drugs/alcohol); Regs 100–102 (excursions); Regs 102A–102F (transportation incl. regular transport — embark/disembark records and inside-vehicle checks at service premises); Reg 123 (ratios); Reg 122 (working directly with children)</p> <p>National Law: s165 Offence to inadequately supervise children; s167 Protection from harm and hazards.</p>
Standards or other external requirements	<p>Australian Children’s Education and Care Quality Authority (2017), <i>National Quality Standards</i></p> <p>Australian Children’s Education and Care Quality Authority (2017), <i>Guide to the National Quality Framework</i></p> <p>Early Childhood Australia (2016), <i>Code of Ethics</i></p> <p>Ratios (jurisdiction-specific): ACECQA ratios summary</p> <p>Guidance: ACECQA QA2 Adequate Supervision; NSW DoE guidance on excursions/transport.</p> <p>Child Safe Standards: NSW OCG</p>
Internal Documentation	<p>Excursion and Regular Outing Procedure;</p> <p>Incident Management Policy</p> <p>Safe Transport of Children Procedure</p> <p>Safe Arrival and Delivery and Collection of Children Procedure,</p> <p>Notification of Serious Incidents Procedure.</p> <p>Sleep and Rest Procedure</p> <p>Water Safety Procedure</p> <p>Excursion Risk Assessment</p> <p>Communication Plan</p> <p>Non-Regular Excursion Permission Form</p> <p>Regular outing and transportation form</p> <p>Risk Minimisation Plan</p>

Document Control

Version	Date approved	Approved by	Next review date
1.0	15/04/2020	R. Phillips - Acting Senior Manager, Children and Family Services	15/04/2023
2.0	08/12/2022	R. Phillips – Acting General Manager, Operations	08/12/2025
1.0	02/09/2025	The Children’s Services procedure separated to be a standalone procedure for OOSH and approved by: J Farrow - Manager Education and Care	02/09/2028
2.0	31/10/2025	Procedure updated to include content for Preschool Children aged 3-5 years and approved by: N. Brown – Compliance, Safety & Risk Manager	30/10/2028
2.1	27/02/2026	Updates with Legislative changes K.Hyde – Acting General Manager, Operations	30/10/2028