

# Supervision Policy

## QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY

Supervision is an integral part of the whole care and education experience. *“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.”* (Victoria Department of Education and Training, 2010, p.1). Effective supervision allows educators to actively engage in play and learning opportunities that are meaningful to children and support their wellbeing, development and learning.

## NATIONAL QUALITY STANDARD (NQS)

| QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY |                                   |                                                                                                                                           |
|----------------------------------------------|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 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.                         |
| 2.2.2                                        | Incident and emergency management | Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented. |

| EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS |                                                                                                 |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| S. 2A                                                             | Paramount consideration—safety, rights and best interests of children                           |
| S. 3A                                                             | Paramount consideration                                                                         |
| S.5AA                                                             | Meaning of inappropriate conduct                                                                |
| S. 12                                                             | Meaning of serious incident                                                                     |
| S.165                                                             | Offence to inadequately supervise children                                                      |
| S.166A                                                            | Offence to subject child to inappropriate conduct<br>Offences relating to inappropriate conduct |
| S.167                                                             | Offence relating to protection of children from harm and hazards                                |
| S.174                                                             | Offence to fail to notify certain information to Regulatory Authority                           |

|            |                                                                                             |
|------------|---------------------------------------------------------------------------------------------|
| Part 6A    | Devices in education and care services                                                      |
| 13         | Meaning of working directly with children                                                   |
| 100        | Risk assessment must be conducted before an excursion                                       |
| 101        | Conduct of risk assessment for excursions                                                   |
| 102C(2)(g) | Supervision during transportation                                                           |
| 102E       | Children embarking a means of transport- centre based service                               |
| 102F       | Children disembarking a means of transport- centre based service                            |
| 115        | Premises designed to facilitate supervision                                                 |
| 120        | Educators who are under 18 to be supervised                                                 |
| 121        | Application of Division 3                                                                   |
| 122        | Educators must be working directly with children to be included in ratios                   |
| 123        | Educator to child ratios-Centre based services                                              |
| 126        | Centre based services-general educator qualifications                                       |
| 131        | Requirement for early childhood teacher—centre-based services—fewer than 25 approved places |
| 132        | Requirement for early childhood teacher- centre based services 25-59 children               |
| 133        | Requirement for early childhood teacher- centre based services 60-80 children               |
| 134        | Requirement for early childhood teacher- centre based services- more than 80 children       |
| 151        | Record of educators working directly with children                                          |
| 168        | Education and care service must have policies and procedures                                |
| 170        | Policies and procedures to be followed                                                      |
| 176        | Time to notify certain circumstances to Regulatory Authorities                              |
| 264        | General qualifications for educators – Centre based                                         |

## RELATED POLICIES

|                                                                                     |                                                                    |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Administration of Medication Policy                                                 |                                                                    |
| Bottle Safety and Preparation Policy                                                | Nappy Change and Toileting Policy                                  |
| Child Safe Environment Policy                                                       | Nutrition and Food Safety Policy                                   |
| Code of Conduct Policy                                                              | Protected Disclosures (Whistleblower) Policy                       |
| Cyber Safety Policy                                                                 | Safe Transportation Policy                                         |
| Delivery of Children to, and Collection from<br>Education and Care Service Premises | Safe Use of Digital Technologies and Online<br>Environments Policy |
| Emergency Evacuation Policy                                                         | Sleep and Rest Policy                                              |
| Incident, Injury, Trauma and Illness Policy                                         | Water Safety Policy                                                |

## PURPOSE

Educators have a duty of care to ensure children are actively supervised at all times, maintaining safe and secure environments whilst adhering to Education and Care Services National Law and National Regulations. Supervision, together with thoughtful design and arrangement of children's environments, assists in the prevention and severity of injury to children.

Educators will actively supervise children, identify risks and take all necessary steps to prevent or minimise injury. Effective supervision of children also provides educators with the opportunity to support and build on children's play experiences. Our Service will ensure no child or children are left alone with a visitor, student or volunteer.

We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

## SCOPE

This policy applies to educators, families, staff, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

## IMPLEMENTATION

Adequate supervision in a centre-based service requires careful consideration depending on the different ages of children, varying abilities and educator's knowledge of each child and age group. Generally, the younger the child the more they will need adults close by to support and provide assistance. Supervision of infants and toddlers who are sleeping need careful consideration to ensure educators can see and hear children. (See: *Sleep and Rest Policy*). Supervision of preschool age children may involve simultaneous use of indoor and outdoor environments and require effective supervision of children in both environments.

In all environments, adequate supervision means:

- that an educator can respond immediately to a child
- knowing where children are at all times and monitoring their activities actively and diligently
- educators using different skills when supervising and engaging with children- monitoring changes in noise and stress levels, using peripheral vision and changing position regularly
- assessing the risks in the environment and experiences children are engaged in when determining the number and positioning of educators

(Source: ACECQA, 2024).

## SUPERVISION AND SAFE USE OF DIGITAL TECHNOLOGIES

Our Service recognises that the use of digital technologies and online environments presents specific supervision and child safety risks. Our Service adheres to and aligns with legislative requirements related to taking images or videos of children. Educators must ensure that the use of any digital device does not compromise their ability to supervise children at all times.

Educators must not use any personal electronic devices including mobile phones, computers/laptops, digital cameras, smart watches and other new and emerging technologies whilst supervising children.

Only Service supplied or issued devices may be used to take, store or transmit images or recordings of children and only for educational purposes.

Educators must maintain sight and sound supervision of children when digital devices are used as part of the program. Any digital learning experience must be age-appropriate, actively supervised and aligned with the Service's *Safe Use of Digital Technologies and Online Environments Policy*.

Supervision risk assessments will consider the location, purpose and supervision implications of any digital device or technology used within the Service. Any breach of expectations relating to the use of digital technologies that compromise supervision or child safety will be managed under the Code of Conduct and Child Safe Environment policies.

#### THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- ensure obligations under the *Education and Care Services National Law and National Regulations* are met
- ensure educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- ensure all new employees, students and volunteers are provided with a copy of this policy as part of their induction process
- ensure that the premises and facilities are designed and maintained to provide a clear line of sight and facilitate adequate supervision of children at all times whilst maintaining the rights and dignity of all children
- notify the regulatory authority 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 call in response (not as a precaution) to the incident, situation or event.
- notify parents as soon as practicable but within 24 hours if their child is involved in a serious incident/situation at the Service. Details of the incident/situation are to be recorded on the *Incident, Injury, Trauma and Illness Record*.
- conduct a review of practices, including an assessment for areas for improvement following:
  - a supervision related incident, such as a child being missing or unaccounted for
  - any concerns of inadequate supervision or unsafe practices
  - misuse of digital technologies or
  - any risks to child safety
- ensure educators under eighteen years of age (18) are adequately supervised by a qualified educator over the age of 18 at all times and are not left alone with children at any time
- ensure students, volunteers and/or visitors are never left alone with a child whilst at the Service under any circumstance
- ensure that all educators are aware of where all children are at all times and monitor their environment closely
- ensure educators are able to respond to any situation immediately, particular when 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 being cared for and educated in the Service including:
  - when children are participating in excursions and when transportation is provided as part of our education and care service (See: *Safe Transportation Policy*)
  - during meal times to prevent and manage allergy and anaphylaxis risk
  - when children are using digital devices as part of the educational program
- ensure a staff member or nominated supervisor is present at the Service to account for children when they embark and disembark the vehicle at the Service premises (Regulation 102E and 102F)

- maintain a record of all educators working directly with children, including each educator's name, working hours, room assignment, times they are engaged with children, and their Working with Children Check (WWCC) number
- ensure flexibility of supervision to provide for educators to supervise individual children or small groups of children
- guide and mentor educators to ensure a range of strategies are used to provide effective supervision such as regular head counts and attendance checks
- ensure supervision of sleeping children is active, effective and frequent [as per our supervision plan relevant to the ages and developmental stages of children attending the service- see: *Safe Sleep Policy/Procedure*]
- ensure educators are aware that if they need to move away from directly working with children, another educator is to replace them. (e.g., collecting additional resources)
- 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 and nappy change facilities. The supervision plan and strategies will be displayed for families in all rooms and in the outdoor area.
- 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 educators employ 'active supervision' strategies at all times
- 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 Service issued/approved electronic/digital devices or administrative tasks
- ensure educators are positioned to allow them to observe the maximum area possible
- ensure educators move around the environment to provide maximum vision of the area and 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
- in the event of a child missing or unaccounted for, the *Missing Child Procedure* is followed, including notification to the regulatory authority within 24 hours of a serious incident. See *Incident, Injury, Trauma and Illness Policy* and ensure parents/guardians are notified
- 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.
- ensure risk assessments are conducted to determine how children are supervised while being transported and whether additional adults are required during transportation
- minimum educator qualification requirements including how many educators are to be early childhood teachers, are recognised and adhered to according to legislative requirements

- the Service maintains the required educator-to-child ratio working directly with children at all times, based on the ages and number of children being educated and cared for at the Service.

## EDUCATOR TO CHILD RATIOS

Our Service will meet the minimum child ratio requirements as stated below (Reg. 123):

| State | Age of children                                                            | Educator to child ratio |
|-------|----------------------------------------------------------------------------|-------------------------|
| NSW   | Birth to 24 months                                                         | 1: 4                    |
|       | Over 24 months and less than 36 months                                     | 1: 5                    |
|       | Over 36 months of age or over (not including children over pre-school age) | 1: 10                   |

## EDUCATORS WILL:

- monitor and maintain staff to child ratios to ensure adequate supervision of children
- have a sound understanding of their duty of care and responsibilities in ensuring children are within a child safe environment at all times including when accessing digital technologies and online learning environments
- only use electronic devices supplied/issued and registered by the Service to take images or video of children in accordance with legislation requirements
- respond immediately to children, especially if they are distressed or in a hazardous situation
- communicate and collaborate with others to ensure the effective supervision of children within the Service
- alert other colleagues if they need to leave an area for a particular reason to ensure continuous supervision of children (e.g., to obtain resources, visit the bathroom)
- 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 and / or risk assessment will include the floor plan of the Service and include the location of activities, bathroom, and nappy change facilities.
- implement vigilant supervision strategies for hygiene requirements including:
  - regular handwashing
  - toileting
  - 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 make changes as required
- in the event of a child missing or unaccounted for, ensure the *Missing Child Procedure* is followed. (See *Incident, Injury, Trauma and Illness Policy*)
- ensure any educator under the age of 18 years old is never left alone with children and is always supervised by an educator over the age of 18 years
- ensure students, volunteers and/or visitors are never left alone with children
- ensure that at least one other educator is within sight when working with children and when supporting children with toileting/nappy change/hygiene routines, or sleep/rest routines (best practice)
- arrange the education and care environment to maximise the ability of educators to supervise all areas accessible to children.
- emphasis for supervision will be on gates, the fence line and doors during arrival and departure times
- communicate with each other about their location within the environment and any relevant information about supervising individual children to ensure their needs are met
- maintain correct ratios adhering to the Education and Care Services National Regulations throughout the education and care environment
- providing flexible rostering of supervision depending on the age of children and needs of individual children
- promote children's agency by making decisions about supervision that allows children to engage in independent exploration and appropriate risk taking
- actively engage with children to support their learning whilst actively supervising and observing children
- ensure that all children are in sight and/or hearing of educators at all times
- ensure that no child is left alone while eating or at nappy change and toileting times
- adequately supervise children during rest time in accordance with the *Sleep and Rest Policy* and relevant legislative requirements
- adhere to *Nutrition Food Safety Policy* to ensure provide supervision during mealtimes to prevent and manage allergy and anaphylaxis risks
- provide effective and adequate supervision when children are transported in a vehicle at all times (see *Safe Transportation Policy* and *Road Safety Policy*)
- employ a variety of methods to account for all children throughout the day with particular attention to key transition times, including checking children's name on attendance records and conducting headcounts and recording the date and time of all checks using the *Head Count Record*
- ensure that hazardous equipment and chemicals are inaccessible to children
- scan the environment during interactions with individuals or small groups
- implement correct 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



- plan for a mixture of activities to allow for appropriate supervision of groups of children.

#### CONSIDERATION WILL BE GIVEN TO THE DESIGN AND ARRANGEMENT OF CHILDREN'S ENVIRONMENTS TO SUPPORT ACTIVE SUPERVISION BY:

- using supervision skills to recognise areas of risk therefore reducing the potential for injury or incident to children and adults
- providing direct, constant and proximal monitoring to children undertaking activities that involve some risk and recognising when the ratio of educators to children needs to be increased (e.g., carpentry, water activities, climbing)
- guiding educators to make decisions about when children's play needs to be interrupted and redirected
- supporting educators with specific strategies for supervision such as positioning, peripheral vision and monitoring children's arrival and departure from the service
- providing consistent supervision strategies when the Service requires relief educators
- ensuring environments are arranged to prevent educators or other adults being alone with a child, including maintaining clear lines of sight at all times
- monitoring the creation of enclosed or hidden spaces (e.g. forts, cubbies or temporary structures) that limit visibility and ensuring active supervision with these play experiences
- prohibiting the placement of posters, coverings or materials on windows, doors or viewing panels that obstruct visibility into learning spaces.

#### RAISING CONCERNS AND PROTECTED DISCLOSURES

Our Service supports a culture of transparency and accountability. All staff, educators, volunteers and students are informed that it is an offence to subject a child to inappropriate conduct during induction and orientation. Any concerns relating to inadequate supervision, unsafe practices, inappropriate conduct, misuse of digital technologies or risks to children's safety and wellbeing must be reported.

Educators, staff, students, volunteers, visitors and families may raise concerns in accordance with the Service's *Child Protection Policy* and *Protected Disclosures (Whistleblower) Policy*. A person who makes a protected disclosure in good faith will be protected from any form of reprisal or detrimental action. Reports may be made confidentially and will be managed in accordance with legislative requirements.

Supervision-related concerns raised through protected disclosure processes will be taken seriously, investigated promptly and used to inform continuous improvement and risk management.

#### CONTINUOUS IMPROVEMENT/REFLECTION

The *Supervision Policy* will be reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days. Our policy, procedures and practices will be critically examined to ensure ongoing improvement to maintain and foster a child safe environment and child safe culture within our Service.

## SOURCES

Australian Children's Education & Care Quality Authority. (2023). [\*Active Supervision: Ensuring safety and promoting learning.\*](#)

Australian Children's Education & Care Quality Authority. (2026). [\*Guide to the National Quality Framework\*](#)

Australian Government Department of Education. (2022). Australia. V2.0.  
[\*Children \(Education and Care Services\) National Law \(NSW\)\*](#)

Early Childhood Australia Code of Ethics. (2016).  
[\*Education and Care Services National Law Act 2010.\*](#)  
[\*Education and Care Services National Regulations.\*](#) (Amended 2025)

## REVIEW

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                          |          |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|----------|
| POLICY REVIEWED BY | Suzi Scott                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Group Director of Early Years Compliance | Feb 2026 |
| POLICY REVIEWED    | JANUARY 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | NEXT REVIEW DATE                         | Feb 2027 |
| VERSION NUMBER     | V15.01.26                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                          |          |
| MODIFICATIONS      | <p>JANUARY</p> <ul style="list-style-type: none"> <li>included additional points to strengthen child safe practices</li> <li>new section added- supervision of digital technology use</li> <li>included amendments to Children (Education and Care Services) National Law (NSW)</li> <li>updated policy to include amendments to Education and Care Services National Law</li> <li>revised wording around electronic devices following National Law amendments</li> </ul> <p>APRIL</p> <ul style="list-style-type: none"> <li>annual policy maintenance</li> <li>additional points added to strengthen policy for compliance focus</li> <li>sources checked for currency and updated as required</li> </ul> |                                          |          |

| POLICY REVIEWED | PREVIOUS MODIFICATIONS                                                                                                                                                                                                                                                                               | NEXT REVIEW DATE |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| APRIL 2024      | <ul style="list-style-type: none"> <li>• annual policy review</li> <li>• added requirement for additional children checks for services located in multi-storey buildings and use of head checks as an effective strategy</li> <li>• sources checked for currency and adjusted as required</li> </ul> | APRIL 2025       |